

Position Announcement
Wharton Institute for the Performing Arts
Student Service Assistant

Reports To:

Director of Education and Student Services Manager

Job Summary

The Student Services Assistant is responsible for the enrollment and registration of the center's core student base. This includes being in constant contact with the center's students, parents, and faculty members. This position is a customer service position.

Primary Duties & Responsibilities

- Respond to all inquiries via phone, email, or in person and provide information about classes, lessons and WIPA's programs.
- Enroll new students and match them with the appropriate teacher, class, ensemble or camp (requiring a full understanding of all program offerings, teacher styles etc...)
- Accurately enter registration information in database.
- Inform faculty members of any new students in a timely fashion, following up when necessary.
- Update any changes in enrollment and make sure changes are noted in all files and faculty members are informed.
- Maintain faculty teaching schedules in the online registration system and schedule studio space for faculty.
- Implement, abide by, and update registration policies and procedures as approved by the Executive Director.
- Process cash, checks and charges for tuition and registration fees.
- Follow up with students and parents to inquire about their experience and explain next options of study available to them
- When needed, assist in managing center events by preparing concert programs, taking ticket orders, other general office assistance, and day-of-event duties.
- Office management duties include maintaining inventory of office supplies and reordering as necessary.
- Updating Website Calendar and Organizing Marketing Volunteers
- Assist with distribution of marketing materials

Hours

Part-time, 20 hours flexible, includes some evenings and weekends.

Compensation

\$15.00 per hour

Education, Skills and Behaviors Required

- Excellent interpersonal skills. Strong verbal and written communication skills.
- Creative, energetic and enthusiastic person committed to community-based music education.
- Knowledge of music and different styles of music, previous music training or a degree in music is helpful
- A Bachelors degree or significant related experience in the field.
- Successful experience in a similar student or customer-service position,
- Excellent computer skills and experience with databases.
- Excellent problem solver and strategic thinker.
- Detail oriented person who takes pride in his/her work.
- Reliable and responsible person willing to get the job done. Punctual with strong work ethic.
- Independent worker, yet eager to function as a member of the team.
- Must have own car. Public transit to and from the Center is highly problematic.

To Apply:

Send cover letter and resume via email to:

Wharton Institute for the Performing Arts

Email: Andrew.nitkin@Whartonarts.org

Subject line: Student Services Assistant

Applications will be reviewed on a first-come first-serve basis. A written decision will be given after the final candidate has been selected.

Start Date:

September 2019. Training can begin in August 2019.

Candidates are encouraged to visit our website at www.whartonarts.org



Wharton Institute
for the Performing Arts

New Jersey Youth Symphony,
Performing Arts School
(formerly Wharton Music Center),
and Paterson Music Project