

**Position Announcement**  
**Wharton Arts**  
***Student Services Associate***

Reports To:  
Director of Student Services

**Primary Duties & Responsibilities**

The Student Services office provides efficient, friendly, and timely customer service to both current and prospective Performing Arts School families, and facilitates relationships between families and instructors. In addition, the department serves as front of house staff at performance, recitals, and special events happening at the school. The Student Services Associates assist the Director with the following:

- Respond to all inquiries and provide information about classes, lessons and WA's programs. Conduct follow-ups consistently and as appropriate.
- Speak with new students regarding available teachers, classes, ensembles or camps (requiring a full understanding of all program offerings, teacher styles, etc.) in consultation and collaboration with the Director of Student Services and Performing Arts School Director
- Accurately enter registration information in ASAP, WA's registration software.
- Help maintain faculty schedules in the online registration system and schedule studio space for faculty.
- Process cash, checks and charges for tuition and registration fees.
- Follow up on overdue invoices on a regular basis.
- Compile, create, and print programs for all PAS events in Microsoft Publisher in a timely manner.
- Work with faculty and Director of Student Services ensuring all recitals are scheduled in a timely fashion twice yearly
- Other tasks as assigned

**EDUCATION and SKILLS PREFERRED**

- Music, Performing Arts or Arts administration experience preferred
- Bachelor's degree preferred (can be in progress)
- Detail oriented person who takes pride in their work
- Ability to meet internal deadlines and stay on track with multiple assignments at once
- Excellent social skills and customer service skills
- Reliable, responsible, and punctual
- Comfortable in Microsoft Office including Publisher

**HOURS/SCHEDULE**

- 15-20 hours per week
- Onsite work required while Performing Arts School lessons are in session on weeknights and weekends.
- Schedule to be determined in coordination with Director of Student Services and Director of PAS

**COMPENSATION**

- \$20/hour