

# **Administrative Director Upper Valley Music Center**

## **Job Description**

### **OVERALL DESCRIPTION**

This full-time position is responsible for managing registration and office operations in support of UVMC's mission. Primary responsibilities include Registration, Calendar Oversight, Office Management, and Reception. The position calls for excellent people skills, attention to detail, ability to learn new software quickly, independent judgment, flexibility and an ability to work as a team member. This position supervises the Registration Coordinator. Upper Valley Music Center is an equal opportunity employer. We value diversity and are committed to creating an inclusive environment for all employees.

### **JOB DUTIES**

**REGISTRATION:** *Manage student registration and data entry; supervise Registration Coordinator*

- Oversee and carryout student registration
  - Communicate with students and families regarding registration (class information, tuition assistance, lesson scheduling, etc.);
  - Register participants in programs using UVMC's registration database and custom form software;
  - Invoice students, process payment plans, and collect balances due;
  - Process tuition payments in coordination with Finance Manager;
- Consult with Program Coordinators and faculty to place students;
  - Ensure timely and effective communication between staff members, faculty, students/parents;
  - Provide and process class lists, attendance records, and enrollment reports for faculty;
- Prepare written correspondence, e-mails and other announcements regarding registration as necessary;
- Generate enrollment reports, lists and evaluation of registration systems based on requests by the ED and the Board.
- Supervise the Registration Coordinator.

**CALENDAR OVERSIGHT:** *Ensure that the entire UVMC community has access to accurate calendar information.*

- Manage, monitor and assist maintaining schedules for faculty and staff as needed;
- Schedule and maintain UVMC's studio use in consultation with Education Director;
- Produce and maintain UVMC school calendar.

COURSE CATALOG & MARKETING SUPPORT: *Ensure program information is up-to-date in registration database and published on UVMC's website in support of marketing activities.*

- Maintain up-to-date class records in SSP (UVMC's registration database), creating new classes for upcoming terms and entering changes for any in-progress classes;
- Monitor faculty, student and community website needs in relation to program information
- Provide consultation for development of marketing plans based on registration and reception related information
- Disseminate marketing information through registration and reception channels

OFFICE MANAGEMENT: *Maintain office operations.*

- Policies and Procedures
  - Design and implement office policies and procedures in consultation with staff and faculty
  - Oversee adherence to office policies and procedures
  - Analyze and monitor internal processes
  - Implement procedural and policy changes to improve operational efficiency
- Vendors
  - Book venues for off-site programs or events
  - Manage relationships with vendors and service providers, ensuring that all services are provided and invoices are paid on time
  - Monitor and maintain office supply inventory
- Record keeping
  - Design and implement filing systems
  - Ensure filing systems are maintained and current
  - Establish and monitor procedures for record keeping
  - Ensure security, integrity and confidentiality of data
- Insurance
  - Annually review insurance coverages to ensure that coverage aligns with exposures
  - Maintain equipment inventory for maintenance and insurance purposes
- HR Support
  - Monitor compliance with regulatory requirements
  - Manage onboarding for new faculty and staff
- Facilities Management
  - Oversee facilities staff
  - Track and plan for routine maintenance
  - Collect and process facilities requests from faculty and staff
- Maintain a receptive, organized, clean, and pleasant environment;

RECEPTION: *Represent UVMC in a professional, warm, and friendly manner to all inquiries; maintain in-depth knowledge of organization, programs, and policies.*

- Fulfill reception duties when reception is not covered by Registration Coordinator;
- Be a welcoming, warm, and enthusiastic first point of contact for all people contacting or visiting the UVMC building by greeting visitors and answering questions;
- Sort and route mail, e-mail, and phone messages;
- Support marketing activities in publicizing UVMC events, workshops, concerts, etc.;
- Nurture and build relationships with Parents/Partners of students to help build a volunteer network to support UVMC activities.
- Maintain a receptive, organized, clean, and pleasant environment;

EVENTS SUPPORT: *Provide registration related support at special events*

- Design, oversee and implement registration and/or check-in procedures for special events like Sing & Play Festival
- Communicate with participants regarding events
- Provide operational support for special events as necessary
- Record and process participation data from special events
- Requires occasional evenings and weekends

**EDUCATION AND EXPERIENCE:**

Bachelor's degree or higher.

Key Competencies:

- Verbal and written communication skills
- Customer service skills
- Skills in organizing and planning, time management
- Attention to detail and ability to multitask
- Excellent computer skills; knowledge of PCs and applicable software such as Microsoft Office (Word, Excel, Powerpoint), Gmail/Google Docs; experience with databases desirable; ability to quickly learn new software (e.g. Jotform, Slack, Zoom, etc)
- Reliability

**Working Environment**

Work primarily involves desk activities, computer usage, and light travel within Upper Valley. Requires acclimating to changing priorities and new goals. In-office work (no remote). Schedule: M-F, 10 am – 6 pm, with occasional evening and weekend events required.

**Salary & Benefits Description**

\$22-26 per hour; 40 hours per week

Benefits include paid time off (select holidays, vacation, and personal time), health stipend, and retirement

**How to Apply**

Please submit a resume and cover letter to Executive Director Ben Van Vliet at [ben@uvmusic.org](mailto:ben@uvmusic.org)

**About Upper Valley Music Center**

Upper Valley Music Center is a nonprofit community music school helping children and adults make music through classes, ensembles, lessons, and special events.

- *UVMC is a 501(c)3 non-profit organization and an Equal Opportunity Employer* -