

Registration Coordinator Upper Valley Music Center

Job Description

OVERALL DESCRIPTION

This position is responsible for supporting registration activities in support of UVMC's mission. Primary responsibilities include Reception, Registration, Calendar, Technology, Marketing Support, and Programs & Event Support. 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 reports to the Administrative Director. 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

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

- 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 by sharing information on 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.

REGISTRATION: *Process student registration and data entry.*

- Communicate with students regarding registration (class information, tuition assistance, etc.);
- Support timely and effective communication between staff members, faculty, students/parents;
- Prepare written correspondence, e-mails and other announcements regarding registration as necessary;
- Register participants in programs using UVMC's Registration Database;
- Process tuition payments in coordination with Administrative Director and Finance Manager.

CALENDAR: *Support the Administrative Director to ensure that the entire UVMC community has access to accurate calendar information.*

- Assist in managing, monitoring and maintaining schedules for faculty and staff as needed;
- Schedule and maintain UVMC's studio use in consultation with Administrative Director.

TECHNOLOGY: *Facilitate the use of technology by faculty and staff.*

- Provide technology assistance to faculty and staff (e.g. copy/print, Google docs, Zoom, etc)
- Manage and assist with the use of equipment (e.g. laptops, webcams & microphones, projectors, etc)

MARKETING SUPPORT: *Interface registration and marketing activities supporting the Marketing & Development Manager and Education Director.*

- Monitor faculty, student and community 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;
- Distribute marketing materials in the community as directed by Marketing & Development Manager.

PROGRAM & EVENTS SUPPORT: *Provide registration and operational support for programs and events in support of Education Director.*

- Communicate with participants regarding events;
- Provide operational support for programs and events;
- Record and process participation data from special events;
- Requires occasional evenings and weekends.

EDUCATION AND EXPERIENCE:

High School Diploma (or equivalent) 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 & Macs and applicable software such as Microsoft Office (Word, Excel, Powerpoint), Gmail/Google Documents; experience with databases desirable; ability to quickly learn new software
- Reliability

Working Environment

Work primarily involves desk activities, computer usage, and light travel within Upper Valley, which requires access to a vehicle and ability to drive. Must be able to lift up to 50 lbs. 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

Full-time (40 hours per week) salaried, \$37,000 – \$41,600 per year

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

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* -

12/20/2024