



ARTS PLUS

<b>POSITION:</b>	<b>Student Services Coordinator</b>
<b>STATUS:</b>	Full time, 40 hours per week, non-exempt. Benefits eligible. Monday-Friday, 10:00 AM – 6:00 PM
<b>SALARY:</b>	\$30,000– \$33,000
<b>REVISED:</b>	March 2021

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### **ABOUT ARTS+**

Founded in 1969, Arts+ is a music and visual art nonprofit organization that envisions the transformative impact of arts education illuminating every corner of the Charlotte region. Its goal is to make outstanding arts education available to students of all ages, skill levels and socioeconomic backgrounds. From private lessons to summer camps to community outreach programs, Arts+ strives to help each student unlock their full potential through the power of arts education.

### **POSITION SUMMARY**

Coordinate program registration activities for private lessons, classes and camps, including the overall customer service experience for all constituents, maximizing both enrollment and revenue for the organization.

### **ESSENTIAL FUNCTIONS**

- Manage the overall customer service experience for all potential and existing students and families. Customer service is the act of taking care of the customer's needs by providing professional, helpful, high quality service and assistance before, during, and after a transaction. Characteristics include promptness, politeness, professionalism and personalization.
- Work with program team to assess and provide the needs for each offered program, such as reminder emails, rosters, sign-in sheets, etc.
- Process student placements and registrations, including intake conversations, faculty and location scheduling, and confirmation emails.
- Accept, process and monitor payments and cancellations; manage outstanding balances on a monthly basis.
- Maintain and manipulate enrollment database, including student information, class rosters, inquiry and waiting lists, class schedules and mailing lists.
- Process contract faculty payroll, checking attendance and instructor hours.
- Maintain detailed list of programs, tracking attendance for use in grant reporting.
- Coordinate the financial aid process by gathering applications and supporting documents, maintaining financial aid spreadsheets and making award recommendations.
- Prepare weekly enrollment reports and other reports as needed, including those on enrollment trends, financial aid, inquiries and student demographics.
- Make space reservations at satellite locations for private music lessons and group classes.
- Send surveys and analyze results after each semester, workshop and summer camp.
- Strategize with Arts+ team on how to best maximize and increase enrollment.
- Engage in Arts+ community relationships and partner opportunities.
- Assist with filing, phone calls, correspondence and copying.
- Other duties as assigned.

### **KNOWLEDGE, SKILL, ABILITY**

- Bachelor's Degree preferred
- Background in music and/or arts preferred

- Proficiency in Microsoft Office (Word, Excel, Outlook) and Google Suite (Docs, Sheets, Forms, Slides) required
  - Database management experience preferred
  - Exceptional customer service skills and a commitment to parent/student satisfaction
  - Friendly, articulate, welcoming demeanor that encourages interest in the organization
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