

Program Coordinator and Administrative Assistant

Non-Exempt, Full-Time (37.5 hrs. per week)

Reports to: Director, Rivers School Conservatory

Essential Job Functions:

Customer Service and Communications

- Serve as primary point-of-contact via phone and email, including routing calls as necessary and answering parent/student questions
- Provide basic support for faculty including answering scheduling questions and providing student information
- Manage and process mid-year progress reports and end-of-year evaluations for over 500 students
- Schedule evaluations and auditions for new students/parents

Program Coordination and Support:

- Manage the workshop and recital program, including coordinating weekly workshops across five departments and managing accompanist scheduling
- Arrange room reservations for specific events, together with all necessary logistics
- Produce weekly student recital programs and other periodic concert event programs
- Assist with administrative tasks for special projects including monthly concerts, annual competitions, ensemble and Summer Music auditions, and development campaigns and events
- Manage annual school calendar, including lesson room bookings for all faculty, ensemble rehearsals, and special events
- Assist with billing for over 800 students

Other Administrative Support:

- Serve as assistant to the Director including managing the Director's calendar and creating preparation material for meetings as needed
- Manage day-to-day office needs including office supply orders, maintenance requests, and support for teachers and other office staff
- Maintain and update student files
- Assist with events as needed
- Other tasks as assigned

This position requires daily onsite work. Remote work is not an option. Tuesday through Saturday, 9am - 5pm.

Qualifications:

Minimum Education and Experience: At least 2 years of work experience in a customer service or office environment. Musical background is preferred.

Must be proficient with Microsoft Office, Zoom, Google Meet, Mailchimp, Google Docs and Calendar, Jotform, and other web applications as well as telephone and email.

Required Skills:

- Ability to politely deal with customer requests and juggle multiple tasks simultaneously
- Demonstrated attention to detail and organizational skills
- Ability to manage competing priorities
- Excellent verbal and written communication skills
- Ability to work well with a diverse group of co-workers
- Ability to enter and manage large amounts of data accurately and learn how to use school's constituent management databases

Salary Range: \$40,000 - \$50,000, depending on experience

“Inspiring Musical Excellence”

We are a community that focuses on cultivating exceptional musicianship through performance. The hundreds of workshops, master classes, recitals, and concerts available each year present opportunities for students to develop, strengthen, and refine their talent through public presentation.

We foster creativity and imagination in our students and cultivate the inspiration, self-confidence, discipline, and leadership skills that are developed through the exploration of music. We are proud of our reputation for developing a life-long passion for music in our students.

Who We Are

- Over 100 distinguished artist-teachers in the Boston area
- 900+ students ages 3-90 from over 40 different towns

What We Offer

- Private Instruction on all classical and jazz instruments, piano, and voice
- Weekly workshops and recitals to cultivate exceptional musicianship through performance
- Over 30 after school ensemble opportunities for all ages and abilities
- Numerous classes in music theory, composition, and weekly piano seminars
- Performance opportunities throughout the year including over 200 recitals, master classes, and special events