

SAN DIEGO YOUTH SYMPHONY AND CONSERVATORY

Job Title: ChIMES Program Assistant
Reports to: Early Childhood Program Manager (ECPM)
Status: Part-time, 18-25 hrs/week, Non-Exempt
Rate: \$18/hr

About this Position

The ChIMES Assistant is responsible for supporting the ChIMES (Childhood Introduction to Music Education, with Smiles) classes that are taught in Balboa Park and Liberty Station (parent/child style classes). S/he/they will provide excellent customer service in a family-centered environment and be committed to our core values of commitment, creativity, equity, collaboration, and service.

About ChIMES

Beginning in late 2016, SDYS has partnered with schools and families to offer 0-5 year olds active music-making experiences alongside their caregivers and/or teachers. ChIMES classes are designed to enhance and further child development while building healthy attachment between the child and caregiver/teacher through interactive play, dance, song, movement, and instruments. The SDYS program paves the way for future musical development and participation in ensemble experiences.

Three levels of ChIMES classes (babies, toddlers, preschoolers) are currently offered on Thursdays and Fridays in Balboa Park, and Wednesdays and Saturdays at Liberty Station in 4-8 week sessions throughout the year. Currently there are 2 back-to-back classes with an average of 12-16 families per class. We also offer classes in preschools and transitional kindergarten (TK) classrooms in San Diego County, and partner with other organizations including the Mingei International Museum, Monarch School, and NTC Foundation's Liberty School. Click [here](#) for a video of the ChIMES experience.

The ChIMES Assistant is responsible for the following:

On-Site Administration Duties (12-15 hours/week)

- Set up and tear down classroom/class space (indoors or outside locations) each week; have instruments and supplies ready as needed. For outside classes, bring all needed materials and supplies to the outside site and monitor outside space as needed. Hours currently required for class admin: Wednesdays (LS), Thursdays (BP), and Fridays (BP) from 9:00 am-11:30 am, with additional hours possible on Saturdays at LS. Times and locations subject to some modifications.

In-Office Administration and Instructional Support (6-10 hours/week)

- Support Balboa Park and Liberty Station ChIMES classes (and other locations as the program expands) through administrative responsibilities including but not limited to:
 - Collect online registrations and confirm enrollment with families before each session.
 - Manage Main Street Sites online registration system and tend to the potential wait list, communicating with and accomodating families as space becomes available.

- Ensure rosters are updated and accurate at the beginning of and through each session as space becomes available.
- Maintain clear and prompt communication with families throughout the registration process.
- Collect, process, and deposit tuition payments made in person, when necessary.
- Process any refunds and payment plans that have been approved by the Deputy Director.
- Email families after each class if they miss class; schedule make-up sessions as needed.
- Facilitate virtual classes via Zoom when applicable, assisting ChIMES TAs with playing recorded music, spotlighting, and helping classroom teachers with technical issues.
- Maintain agenda for biweekly Early Childhood Team meetings and take meeting notes.
- Communicate with ECPM, Early Childhood Program Coordinator, and Marketing/Graphics team to assist as needed with production of the ChIMES Songbook for each session.
- Reconcile deposits and tuition fees with the Business Operations Coordinator.
- Facilitate Teaching Artists' attentiveness to the ChIMES Songbook, assist in follow-through, and support Teaching Artists' classroom management and family relationship building.
- Coordinate the schedule, logistical, and material needs with Teaching Artists for special events as identified by the ECPM.

Communication

- Communicate to families and community through various modes (registration confirmation and welcome emails, 1-2 time per session emails, ChIMES Instagram account, etc.) with help from the ECPM and Early Childhood Program Coordinator.
- Monitor ChIMES email account and respond to messages promptly.
- Provide excellent customer service by answering families' emails and phone calls in a friendly, prompt manner and relaying relevant information to other staff/faculty when necessary.
- Coordinate with ECPM and relevant staff about needs or roster changes.
- Welcome parents and children to each ChIMES class and help foster a positive, supportive community.
- Welcome guest musicians, introduce them to the class and help ensure a smooth transition to/from the guest musician portion of class.

Community Collaboration

- Work as a liaison to participating families to encourage family attendance at appropriate concerts, arts events, and events both within SDYS and the community as a whole.
- Actively champion music education as a community building tool.
- Identify and propose ChIMES participation at community events and serve as SDYS liaison to external events as assigned.
- Organize parent and staff volunteers for ChIMES projects.
- Foster ongoing relationships with families and colleagues, and share active family member names with ECPM for potential opportunities.
- Help connect families to next-step music activities for their child's development.
- Strategically think about how ChIMES and ChIMES families can grow, expand, better serve, and be connected in the community and with other SDYS programs and opportunities.
- Post pictures and relevant content to ChIMES Instagram account on a consistent basis with assistance from the Early Childhood Program Coordinator.

Other duties as assigned by the Early Childhood Program Manager.

Qualifications

- Relationship-oriented and cross culturally responsive
- Familiarity with early childhood education, including music learning and childhood development
- Experience playing an instrument and knowledge of instrumental music
- Adaptability and problem solving skills for situations that change or do not go as planned
- Excellent communication with a working familiarity with Google applications (i.e. Gmail, Google Calendar, Google Docs, Google Sheets, Google Drive), video chat software (e.g. Zoom), and online registration system (e.g. Main Street Sites)
- Working familiarity with Canva and Microsoft Publisher, preferred
- Bilingual, preferred
- High school diploma or GED required; some college preferred

Additional

This position requires sitting at a desk or workstation, walking, standing, climbing stairs, hearing, speaking, being able to lift up to 25 lb. and able to drive to locations pertaining to organizational operations. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document form upon hire. This is a part-time position with work responsibilities on weekends and/or evenings to be determined with the supervisor.

About the San Diego Youth Symphony

SDYS' mission is to instill excellence in musical achievement and personal growth through rigorous and inspiring music education experiences. We do this through both our traditional youth symphony programming (Conservatory Programs), our neighborhood-centered programming (Community Programs) and early childhood music education (ChIMES) classes. For more information, please visit www.sdys.org.

Does this sound like you? If so, please email your resume and a thoughtful cover letter to hr@sdys.org.