

Posting Details

Posting Number:	0000279
Position Type:	Staff
Position:	OPERATIONS MANAGER
Department:	CSPA Staff
Position Summary:	<p>Oversees all aspects of customer service and student registrations. Maintains primary responsibility for student registration and records and related activities including thorough knowledge of all CSPA policies, procedures, and classes in order to provide complete and accurate information to students and parents. Responsible for building class offerings in current registration system, posting classes on the website, and creating and maintaining master "Schedule of Classes" each term. Assists in the administration of the financial aid process and with weekly recital jury scheduling.</p>
Essential Duties and Responsibilities:	<p>Maintains up to date knowledge of CSPA policies, procedures, and practices as well as recital and performance schedules and related logistical details.</p> <p>Oversees front line registration staff to ensure exceptional customer service.</p> <p>Promptly responds to inquiries from parents, students, and faculty and assigns tasks as needed to customer service team.</p> <p>Oversee student registrations for individual lessons or group classes. Ensure students are qualified for class(es) selected including completion of any prerequisites.</p> <p>Oversee accuracy of required student information and registration materials into registration database.</p> <p>Oversee approved requests to add/drop a class.</p> <p>Assist with financial aid process, collects and enters financial aid application information and reviews submissions for accuracy.</p> <p>Oversee administrative duties including but not limited to the maintenance of files and student records, student correspondence, invoice verification, registration materials, recitals, performances, and auditions.</p> <p>Monitors and follows-up with faculty on a frequent basis to ensure all students have registered for classes and private lessons. Suspends students who are delinquent on tuition payments, works collaboratively with accounts receivable to collect tuition before debt is sent to a collections agency.</p> <p>Assists with hires, supervises, and trains, assigned staff and student workers and monitors work in progress. Reviews job performance evaluations consistent with department goals and expectations.</p> <p>Informs faculty members, trains staff, and communicates to parents and students on all current policies and procedures, as well as any future changes.</p>

Draft and deliver email correspondence with students and parents informing them of upcoming registration dates, deadlines, and applicable school news. Maintain open communication with parents to address concerns and/or issues as it relates to their child's studies.

Manages special payment plans and maintains relationships with charter school affiliates, parent teacher associations, and arts-supporting organizations, in an effort to collect tuition payments, submit monthly invoices, and required documentation as needed for outside financial support.

Interfaces with Accounts Receivable regarding tuition billing and monthly reconciliation.

Maintains current knowledge of federal and state regulations relating to the maintenance of student academic records, including FERPA/privacy laws and standards relating to Social Security numbers.

Prepare and publish the master Schedule of Classes, three times a year for the fall, spring, and summer semester in coordination with the Deans.

Manages the student record database and has primary responsibility of building course data into registration software (ASAP). Ensures the accuracy of all course data including tuition fees.

Develops registration policies and procedures in consultation with senior administration.

Communicates with other departments such as Security, Production, Engineering, etc. to assist in the resolution of problems and sensitive issues as it relates to campus safety, emergency training, appropriate use of classroom/practice rooms, student ID's, parking access, and other student service needs that may arise.

Performs related duties as requested or assigned.

Bilingual Spanish a plus.

Three to five years Office Administration experience. Good analytical and organizational skills. Excellent interpersonal skills with proven commitment to quality customer service. Ability to deal with a wide variety of individuals in person, via telephone and in writing. Ability to plan, organize and handle multiple tasks, despite numerous interruptions. Capable of working well independently and in teams. High level of diplomacy, tact and discretion. Ability to maintain a flexible attitude and approach towards work assignments.

Ability to follow policies and procedures. Excellent oral communications skills. Good PC skills (word processing, spreadsheets, databases).

Background in music, performing arts, or school administration which may be obtained either as a student or through work experience is a plus. College degree or equivalent preferred.

Education and/or Experience Requirements:

Computer Skills:

Good PC skills (word processing, spreadsheets, databases).

Other skills and abilities required:

Posting Date:

05-24-2019

Closing Date:

Open Until Filled

Special Instructions to Applicants:

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