

**Posting Details**

Posting Number: 0000280

Position Type: Staff

Position: CSPA STUDENT SERVICES COORDINATOR

Department: CSPA Staff

Position Summary: Provides excellent customer service to students, parents, faculty and outside visitors. Maintains thorough knowledge of all Colburn's Community School of Performing Arts policies, procedures, programs and classes in order to convey complete and accurate information to students and their parents. Assists parents and students with enrollment/registration, class requirements and selection processes and recital and performance policies, procedures and schedules. Advises parents regarding tuition costs and availability of financial aid, as appropriate. Works hours may include evenings and weekends.

Maintains up to date knowledge of CSPA policies, procedures and practices as well as recital and performance schedules and related logistical details. Promptly responds to inquiries from parents, students and faculty members regarding these matters, providing complete and accurate information. Refers questions or problems to the Operations Manager, Assistant Dean or Dean, as appropriate.

Using knowledge of CSPA policies, procedures, and class requirements, registers students for individual and group classes as appropriate. Ensure students are qualified for class selected including completion of any prerequisites. Gathers required information from students/parents, and enters it into the registration database, ensuring the accuracy of all information entered. Processes approved requests to add/drop a class.

**Essential Duties and Responsibilities:**

Collects and enters new student inquiries and financial aid application information.

Responds to customer inquiries via email, telephone, and in-person.

Performs administrative duties including the maintenance of files and records and preparation of letters and other correspondence. Verifies invoices. May assist in the preparation of registration materials or materials in support of recitals and performances and scheduling auditions.

May assist with rehearsals, recitals, and/or performances.

Performs related duties as requested or assigned.

**Education and/or Experience Requirements:**

Bilingual in Spanish and English.

Knowledge of general office administrative procedures. 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.

Background in music and performing arts which may be obtained either as a student or through work experience. College degree or equivalent preferred.

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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