



# ALP Intern Job Description Local

## **SUPERVISOR CONTACT INFORMATION:**

Name of Organization: **Eastman Community Music School**

Name & Position of Supervisor responsible for Intern: Howard Potter

Phone Number: 274-1402 E-mail address: hpotter@esm.rochester.edu

## **POSITION INFORMATION:** ( If more room is needed, continue answer on a separate page. )

1. Position Title: **ECMS Office Assistant**

2. Internship Description (Department & Duties):

General Purpose: Provide office and program support for variety of ECMS programs and activities. Directly respond to the majority of customer questions and concerns; refer to appropriate staff member or office as necessary. Maintain a complete and detailed knowledge of all the ECMS and SS programs. Provide general clerical office support.

1. Customer Service

Represent the ECMS/SS through critical first contact with customers, maintaining a thorough knowledge of ECMS/SS that facilitates addressing 75% of customer needs without further referral.

- Advise callers and visitors on course and teacher selection.
- Answer questions on ECMS/SS's programs and procedures.
- Respond to requests for catalogues, brochures, and other information.
- Respond to information and service requests from ECMS faculty and other Eastman departments.

2. Student Programs/Events

Assist with special events coordination.

- Help organize special one-time events, such as "Low Brass" day.
- Assist with Pathways Orientation and other programs.
- Preparation and follow up of student juries.

3. Registration and Billing

As first contact for ECMS/SS customers, initiate course registration and billing processes for up to 1,500 students a year.

- Assist with processing of application forms for academic year and summer, and to the appropriate staff member.
- Assist students, parents and faculty with registration issues.
- Assist in processing walk-in and mailed payments by cash, check, and credit card.
- Alert ECMS Program Manager of complex problems requiring his or her attention.

3. Routine Administrative Duties

Provide general administrative support to ECMS/SS managers and staff.

- Route inquiries about complex registration, academic or managerial issues.
- Input student data into Pathways database.
- Assist with processing and reconciling request for payments.
- Routine filing and copying.
- Assist with bulk mailings.
- Other duties as assigned.

3. What will the Intern(s) learn while performing these duties?

ALP Interns working in the Eastman Community Music School will learn all aspects of the school's operations. Interns will get hands on experience in the day to day activities necessary to successfully run a community arts

school as well as opportunities to see how the school is managed. Interns will learn that in a community arts organization, everybody is expected to just about anything. They will learn that not only is this variety of work activity challenging but it is also an invigorating and exciting aspect of working in a community arts school. Interns will learn about: teaching space management, record keeping, advertising, customer relations, managing faculty, concert and recital series', billing, discounts, diplomas, scholarships, donors, meeting space management, juries and exams, Honors Juries, Commencement and awards, transcripts, hundreds of school policies, preparation for summer session, room assignments and key assignments, and much, much more! In short, after spending some time in our ECMS office, interns will have a very clear picture of what it takes to run and manage a community music school.

4. Skills and/ or experience that would be necessary or helpful for intern to have: (include software, project mgt., etc.)

- Outstanding customer service skills (over phone and in person).
- Attention to detail.
- Problem-solving experience.
- Commitment to the ECMS/SS mission, its faculty, and its students.
- Proficiency with word processing, spreadsheet, and database programs.

5. Is a car required?  No  Yes      Mileage paid?     No  Yes Amount: \_\_\_\_\_

Please note that interns are limited to working 100 hours per semester.

Form Completed by: Howard Potter    Date: February 2, 2012