Job Title: ECMS Student Services Associate

Job ID: 196320

Location: Eastman School Music

Full Time: 40 hours  Grade 007  ESM Eastman Community Music Sc

Schedule: TUES-FRI 9AM-6PM; SAT 9AM-2PM

General Purpose:

With minimal supervision, the ECMS Student Services Associate serves as the Rochester (external) and Eastman (internal) community’s first critical contact for Eastman Community Music School (ECMS) programs (both school year and Summer Session (SS) programs), requiring a complete and detailed knowledge of all ECMS and SS programs. This position must directly respond and resolve customer questions and concerns via phone, email, and in person; Coordinate all ECMS and SS registration processes, including the registration process for 250 Early Childhood students, 60 Pathways high school scholarship recipients, and approximately 2000 other students annually; Manage scheduling, staging, and publicity for over 200 ECMS/SS performances per year; and Provide general office support, such as scheduling appointments, processing mail, and ordering supplies. Responsible for considerable departmental administrative details and duties requiring experience with Eastman policies, procedures and practices.

Customer Service

Represent the ECMS/SS through critical first contact with customers by phone, e-mail, and in person, maintaining a thorough knowledge of ECMS/SS that facilitates addressing at least 75% of customer needs without further referral.

- Serve as a resource to faculty and customers on academic program details for ECMS and SS programs, such as content of various courses and requirements for diplomas.
- Use critical thinking and problem-solving skills to determine the best way to address the individual needs of students, parents, and faculty that will ensure satisfaction and proper resolution.
- Act as a friendly and helpful representative for ECMS, giving all faculty and community members a positive experience with the school.
- Promote ECMS and SS programs, courses, ensembles, and teachers to parents and potential students.
- Advise callers and visitors on course and teacher selection.
- Respond to information and service requests from ECMS faculty and other Eastman departments.
- Provide and explain resources such as catalogues, forms, brochures, and other information, both on paper and online.
- Advise potential or current diploma candidates of course or diploma track choices.
**Concert Management**

Work with ESM Concert Office to coordinate smooth scheduling, staging and promotion of ECMS/SS recitals and concerts.

- Work with ECMS faculty to arrange weekly and special student recitals and master classes.
- Coordinate scheduling, programming, and special needs for ECMS Honors recitals.
- Prepare programs for all ECMS performances, including recitals, Eastman at Washington Square series, and ECMS Summer concerts, utilizing precision in spelling and formatting.
- Record performance details in ISIS and in faculty and student tracking spreadsheets.
- Co-manage other special events, such as Pathways or SS orientations, graduation, Winterfest, and Springfest.

**Registration and Billing**

As first contact for ECMS/SS customers, initiate course registration and billing processes for about 2000 students a year.

- Resolve simple to moderately complex registration and billing issues, using thorough knowledge of ISIS and registration/billing procedures.
- Coordinate Early Childhood program registration process 3 times a year, including preparation of promotional materials, distribution and receipt of registration forms.
- Route new and renewal application forms for academic year, SS, Early Childhood, and Pathways programs to the appropriate staff member; help applicants complete forms properly.
- Assist students, parents and faculty with registration and billing issues, using thorough knowledge of ISIS and ECMS policies and procedures to obtain and explain student information.
- Process or route walk-in and mailed payments by cash, check, and credit card.
- Alert ECMS Registrar/Bursar or Associate Dean of complex problems requiring his or her attention.

**ID Card Coordination**

- Process all new and replacement ID requests for ESM and U of R community.
- Serve as a liaison to ESM Facilities Office and UR ID Office regarding student IDs and access.
- Coordinate w/ UR ID Office for ESM Faculty, Staff, Students, Alumni, MAG Staff, Contractors & tenants.
- Take ID photos and send for processing to URMC ID office.
- Responsible for tracking and collecting old IDs and replacement card fees.
- Act as Gatekeeper for Messinger Hall: maintain and track 4th floor access for students, faculty and staff.
Juries & Exams

Provide and manage jury materials and assist with scheduling for general juries/exams and Honors juries.

- Manage Honors juries’ and recitals’ scheduling and materials in collaboration with the Associate Dean.
- Coordinate Spring exams/juries with faculty chairs, provide specifically organized materials in a timely manner to jurors; pull history from student files.
- Record jury/exam results in student records for transcripts.

Routine Administrative Duties

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

- Maintain ECMS bulletin boards.
- Process incoming and outgoing mail; help coordinate major mailings.
- Assist in preparing, formatting, and proofreading ECMS newsletters and other media.
- Order supplies weekly and Manage service requests for office equipment (fax, ID printer/laminator, copier).
- Route inquiries about complex registration, academic or managerial issues.
- Assist with processing of SS, Early Childhood, and Pathways materials and in preparing for student orientations and other special events.
- File student records.
- Attend various ECMS and SS meetings of faculty, steering committees, or summer planning groups.

Requirements:

Two years post-HS education and two years’ experience, or equivalent combination. Background and/or degree in music performance and/or arts management strongly preferred. Excellent written and oral communication skills, customer service abilities, and critical thinking/problem solving skills. Highly organized self-starter capable of working under minimal supervision. Ability to multi-task in a fast-paced work environment with a wide variety of customers from young children through adults. Attention to detail and sensitivity towards confidential information. Proficiency with word processing, spreadsheet, database, and publishing programs. Familiarity with computerized registration and billing systems, preferably ISIS. Commitment to the ECMS/SS mission, its faculty, and its students.

How To Apply

All applicants must apply online: http://www.rochester.edu/working/hr/jobs/  Job ID # 196320

EOE Minorities/Females/Protected Veterans/Disabled