

Student Services Coordinator

Job Posting

The Rhode Island Philharmonic Orchestra & Music School seeks a full-time Student Services Coordinator to provide excellent customer service in support of our goals for our community music school.

As **Student Services Coordinator**, your primary responsibility is to steward new students during their first year at the music school by communicating and building relationships with first year students/families and connecting them with other opportunities at the school as they progress. Additionally, you will re-enroll returning students into the new term.

The ideal Student Services Coordinator is dependable, a strong communicator with excellent customer service and organization skills. You will need to become fluent in all programs, familiar with all faculty members and their specializations, and over time, build connections with all students, families and members of the Music School community. You will be joining a dynamic and supportive education team and faculty that is dedicated to creating great musical experiences and providing excellent educational programming. We pride ourselves on doing everything possible to ensure young musicians can take advantage of all our school has to offer.

Work Schedule

September thru June

Tuesday, Wednesday & Thursday – 11am to 7pm

Friday – 9am to 4pm

Saturday – 8am to 5pm

July and August

Monday thru Friday – 40 hours/TBD

Primary Responsibilities Include:

- Provide timely, quality service and an excellent experience to our customers.
- Implement and track strategies aimed to successfully steward all new lesson and class students.
- Serve as lead administrator for returning/re-enrolling student registrations.
- Serves as lead administrator for classes: set up/construction of class schedules, coordination and communication with faculty, student class placement, and updating website managers with class information.
- Coordinates all student recitals and performances at the Carter Center.
- Serves as a liaison between Community Partnership students, CP manager and our faculty in tuition based activities to ensure communication and service to students.
- Strategize with the education team and marketing team to plan, implement and assess the execution of programmatic and enrollment goals.

Essential Qualifications

- Proven ability to work positively in a shared responsibility team.
- Demonstrated creative problem solving.
- Excellent organizational skills - the ability to manage a large volume of communication with a variety of customers and faculty members efficiently and effectively in a dynamic environment
- Able to collaborate effectively with all levels of the organization and across all departments.
- Professional and engaging interpersonal skills
- Willing to learn and grow quickly. Flexible and open to strategic experimentation.
- A reliable self-starter with the ability to roll up your sleeves and pitch in wherever and whenever necessary.
- Minimum 4 years administrative experience and college diploma
- Proficient computer skills including Microsoft Office

To apply, please send a resume, cover letter confirming your ability to work the stated hours, and references to amozzoni@riphil.org. The subject line of the email should state "Student Services Coordinator". No phone calls please.

The Rhode Island Philharmonic is an equal opportunity workplace and is committed to equal employment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual preference or orientation, gender identity or expression, national origin, age, ethnicity, disability, protected veteran status, marital status or any other legally protected status.