

## **School Engagement Specialist Strings, Early Childhood, Suzuki, and Summer**

As School Engagement Specialist, you will handle day-to-day student service responsibilities that align with the Strings, Early Childhood, Suzuki, and Summer programs, referred to as “portfolio”. This portfolio of programs is a part of a larger team that oversees a spectrum of portfolios for the music school. Under the direction of the Registrar and School Engagement Manager, you are expected to provide our community with exceptional service, support, and program stewardship.

The ideal candidate will be passionate about music education and ensuring that our mission of providing music access to all is at the forefront of school and community engagement activities. School Engagement is a multi-dimensional discipline, requiring constant customer engagement, broad and deep understanding of the organization, excellent communication, and solution-based thinking. You need to be proactive, detail-oriented, and a great team member who wants to play a valuable role at the organization. Strong fluency in the organization’s offerings is essential.

The School Engagement Specialist is a unique and integral member of the education staff.

- Provide timely, quality service to all returning and new families that engage in our community.
- Track and manage student portfolios for Strings, Early Childhood, Suzuki, and Summer, and collect data on retention efforts and strategies.
- Implement strategies to provide an exceptional learning experience for our students and helping families navigate the registration process seamlessly.
- Work closely with faculty to ensure quality program delivery and coordinate all aspects of the program portfolio.
- Serve as lead administrator for the registration process for reenrollment and new enrollments for strings, early childhood, and Suzuki classes.
- Manage billing and collections for all students in this portfolio.
- Assist with the administration of the Strings and Suzuki department chairs.
- Serves as liaison between Community Engagement and Social Impact students, CESI Manager/Coordinator, and faculty in tuition-based activities to ensure communication and service to all students.
- First point of contact for all matters in the string’s portfolio, including adjustments, withdrawals, transfers, and all related registration matters.
- Serves as lead administrator for early childhood and Suzuki classes: set up/construction of class schedules, coordination, and communication with faculty, student class placement, and updating website managers with class information.
- Serve as a team member in the Education Team and contribute to the strategic planning for the Philharmonic.
- Updates Mailchimp databases with newly enrolled students from this portfolio.
- Covers the front desk on Saturdays from 1:30-5:00 pm. Serves as backup support for the front desk at other times.

**BENEFITS:**

- Salary: \$38,000-\$41,000 commensurate with experience
- Health Insurance (No payroll deduction at this time)
- Paid Holidays
- Paid Time Off
- 403(b) employer match up to 3%
- Work from home option (1 day a week)
  
- HOURS: 11:00 am-7:00 pm Tuesday, Wednesday, Thursday, 9:00 am-4:00 pm Friday, Saturday, 8:00 am-5:00 pm
- Tuesday-Saturday
- Additional hours as needed

To apply, please submit a current resume, cover letter, and three professional references to Erin Flood at [eflood@riphil.org](mailto:eflood@riphil.org). Please note School Engagement Specialist position in the subject line. No phone calls.