

**Position Title:** Registrar

**Position Description:**

This position is responsible for handling all phases of student enrollment, record keeping, billing and related financial and administrative duties.

**Reporting Relationship:** Finance and Administration Manager

**Hourly Rate:**

- \$15-\$18 per hour based on experience
- 2.5 weeks holiday pay
- sick pay and vacation accrual

**Position Status:** 30-40 hour per week

**Job Duties:**

- Manage all registration duties and processes for private/group instruction, classes, workshops, camps and other music programs. Register students, accept payments, distribution related registration information (class lists, enrollments, schedules, mailing lists, demographics, etc), handle complaints and provide solutions, communicate with program team, answer phone, assist with reception and manage student accounts.
- Provide direct customer service to visitors, students and faculty regarding Music Works registration and program matters. Provide timely answers to questions and guidance in policies, procedures and customer service. Be available to greet students, visitors and faculty and direct them to appropriate departments/individuals. Handle complaints from either faculty or students and provide solutions to problems that relate to issues under this job description.
- Assist with billings, including collections, past due accounts, credit card processing and reports
- Open mail and distribute to appropriate Departments and/or individuals on a timely basis.
- Support Accounting Department with timely reports, research, processing and other related matters.
- Maintain organized registration files, records and documented procedures.
- Train other staff on procedures related to this job description.
- Operate within a team environment in assisting all Music Works staff with support and timely responses.
- Take initiative for procedural improvements including implementation.
- Other related duties as assigned by appropriate staff.

**Requirements:**

- A minimum of two years of experience interacting with clients and assisting customers
- QuickBooks experience
- Service oriented attitude
- MindBody registration software experience a plus
- Disciplined and results oriented