The Harlem School of the Arts seeks to hire a full-time Registration/Student Services Manager. This person should be very organized and customer service focused, have experience managing a process oriented workflow, managing the updating of informational databases, excellent follow-through, and the ability to manage a large volume of detail with a high degree of accuracy, while managing staff and multiple projects in a fast-paced environment. This is a hands-on position.

The Registration/Student Services Manager is responsible for the registration process, student and faculty attendance, the daily functions of the front desk, the organization of all student files, training and development of staff, managing registration office volunteers, and giving support to the directors of each program and the School’s smooth operations. This position is the liaison between the parents, staff, faculty and program directors.

Reporting to this position are the Front Desk Associate, a Registration Associates and the Faculty Liaison Coordinator. Additional temporary staff is hired during heavy registration time periods. This position also works closely with the Bursar and Business Manager. The Registration/Student Services Manager reports to the Chief Operating Officer. This position works Tuesday - Saturday during the school year, September through June, and Monday – Friday during the summer months, July and August.

The ideal candidate has two to five years of experience managing customer-focused staff in a process-oriented environment where maintaining a streamlined, efficient workflow is essential. Experience working in the fast-paced, registration office of a community arts school serving young people ages 2-18 where one is dealing directly with the parents is preferred. Candidates must have a proven track record of meeting and exceeding goals and staff management. S/he projects a positive, can-do attitude, enjoys managing a team, has excellent interpersonal skills, works well under pressure and will be able to work effectively and collaboratively with the Business Manager, Bursar, Program Directors, faculty and staff. S/he is also a responsible person willing to be held accountable for goals. A strong belief in and enthusiasm for the value and importance of an arts education and the Mission of HSA is essential.

**Job Responsibilities**

- Update and enter class schedules into Registration Software
- Manage the creation of class rosters and roll books for each teacher with their class schedule
- Register students for group classes and work directly with Music Director and faculty to schedule private lessons
- Ensure daily reconciliation of faculty & student attendance to registration software
- Schedule and draft regular communications with students and their families regarding important School updates and information
- Work with marketing to push School promotions and events, including providing front desk staff with FAQs and training on selling into the promotion.
- Manage the creation and maintenance of student files and registration materials
- Train and Manage staff of Front Desk Associate and Registration Associate in customer service, the registration process and daily attendance taking.
- Coordinate with the Bursar for tuition payments, Financial Aid, Scholarships and 1199 stipends
- Report the number of students registered and running total on a weekly basis to program directors and senior staff
• Keep the registration manual updated
• Coordinate with other departments to meet the calendar of annual deadlines necessary to keep the registration process on schedule
• Perform various administrative duties such as filing, word processing, making copies, and data entry and execute additional tasks assigned by management
• Have an accurate grasp on student information at all times such that information can be extrapolated for funding and administrative reports.

QUALIFICATIONS
Education: Bachelor’s degree required; Master’s degree, a plus

Experience:
• Minimum of 2-5 years of managing staff in a process oriented environment while maintaining a streamlined, efficient workflow, preferably in a community arts school
• A thorough understanding of and the ability to deliver responsive and exceptional customer service
• Excellent written and verbal communication skills
• Highly organized with an ability to work on multiple detailed projects simultaneously with short deadlines
• Polished. professional and polite personal presentation at all times
• Bilingual skills a plus (Spanish/English)

Technical Proficiencies:
Demonstrated proficiencies in the use of:
• Registration software or other relational databases
• Microsoft Office Suite

TO APPLY
Email resume and cover letter with a subject line of “Registration/Student Services Manager” to jobs@hsanyc.org; please include salary requirements. Only qualified candidates will receive a response. No phone calls, or agencies please.

This job description is not intended to represent a complete, comprehensive list of all duties and responsibilities that may be required in this position. There may be unplanned activities and other duties as assigned.

-The Harlem School of the Arts, Inc. is an Equal Opportunity Employer-