

JOB POSTING

Position Title: **Student Services Registration Associate (full-time)**
Location: 645 Saint Nicholas Avenue, New York, NY 10030
Salary Range: \$25 hour/ 35 hours a week

Harlem School of the Arts (HSA) seeks an outgoing, experienced Student Services Registration Associate to provide customer service and administrative support for the Student Services Department. This role is the central point of information, enrollment, and customer service. The successful candidate will be a self-starter, enjoy interacting with a multicultural community, and be passionate about the arts. This is an exciting opportunity to contribute to the mission, growth, and success of this award-winning, historically important Harlem arts organization.

The schedule will be 35 hours a week including Saturdays. Occasional scheduled evening hours for special programs and events may be required. **This is a full-time, on-site position.**

Responsibilities include:

- Administer the registration and enrollment process for students and partner programs
- Provide advisory support to students for appropriate class selection and scheduling
- Respond to client inquiries
- Create and maintain student records and preserve data integrity and confidentiality
- Oversee reporting procedures to internal management and partner organizations
- Maintain student, class, and program information in the registration system
- Send out bi-monthly outstanding balance reports and track delinquent accounts
- Prepare parent's communications such as e-blasts, surveys, and class information
- Support Summer Programs including assistance with parent inquiries
- Oversee reporting procedures to internal management and partner organizations
- Maintain student, class, and program information in the registration system
- Support reconciliation of Financial Aid between ASAP reports and Finance
- Support Information events such as Open House, Parent Orientation, and Student Information Sessions
- Provide general administrative support including word processing, filing, and correspondence
- Additional duties as assigned

Education, Experience, Skills:

- Minimum 1-2 years' experience with customer service
- Experience with student registration systems (ASAP system preferred) and ability to learn new technology quickly
- Understanding of financial aid awards and recordkeeping
- Exceptional oral and written communication skills
- Superior organizational skills
- Ability to prioritize tasks and work independently
- Flexibility and adaptability to changing priorities in a fast-paced environment

- Intermediate to advanced training in Excel and the ability to learn new technology quickly
- Experience with student registration systems (ASAP system preferred)
- Experience with data analysis and recordkeeping

About Harlem School of the Arts

Harlem School of the Arts empowers youth to reach their full potential in the arts, education, and life, through interdisciplinary arts training that celebrates the rich complexity of their community.

www.hsanyc.org