



**Title:** Registrar & Office Manager (Mandarin and/or Cantonese Preferred)

### **Summary of Position**

The registrar is an integral member of the Operations/Finance team, serving as a first point of contact, and will present a warm and welcoming environment for the school's families, students, and visitors. This position is responsible for maintaining an efficient registration/front office, taking care of student registrations, and coordinating faculty schedules in addition to managing office supply needs.

**Status:** Full Time (40 hours/week), Exempt

**Start Date:** January 2022

**Schedule:** Tuesday - Saturday on-site, some weekday evenings

**Reports to:** Chief Financial & Operating Officer (CFOO)

**Works Closely With:** Assistant Registrar/Facilities Coordinator, Human Resources and Business Office Manager, Bookkeeper, Program Staff and Faculty

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### **Responsibilities**

#### ***Registration/Administration***

- Ensure registration procedures are streamlined and operating efficiently and effectively
- Manage registration office operations, provide administrative coverage, and be responsible for opening/closing the school
- Manage registration software
- Ensure that registration and intake forms are updated and available
- Register students for music instruction and classes, overseeing the filing system and maintaining updated student records
- Update and maintain faculty schedules, timesheets, and student contact lists throughout the year as registrations are received and processed
- Resolve schedule conflicts in a timely manner
- Allocate teaching studios according to instrument and space needs

#### ***Tuition/Billing***

- Collect tuition and record transactions and adjustments in registration system
- Manage monthly billing process and tuition collection procedures
- Track delinquent accounts and send correspondence for tuition payment



- Collect and submit financial aid applications, working with the Assistant Registrar to follow up with families who are in the financial aid application process as appropriate
- Oversee weekly income deposit procedure and ensure daily income reports are reconciled

### ***Data Collection and Reporting***

- Prepare monthly enrollment reports (KPI) by processing and compiling registration data
- Provide updated student mailing and contact lists for all departments
- Support the CFOO in the annual audit with registration related reporting items, such as deferred revenue and financial aid

### ***Customer Service***

- Interact with the public, families, and students in a professional and welcoming manner
- Provide general information about program offerings in coordination with the Programs department
- Answer phone calls and provide customer support
- Make timely follow-up calls and emails to inquiries, monitoring the main registration and general information emails
- Act as a liaison between families and faculty, clarifying school policies and resolving conflicts as appropriate under direction of CFOO

### ***Office Manager***

- Monitor office supplies, including PPE, and purchase as necessary
- Respond to supply purchase requests

### ***Other***

- Assist with payroll procedures as needed, such as confirming faculty and student absences and substitutes
- Supervise student workers and/or interns
- Create and manage monthly family-facing Front Office Newsletter following the set organization communication flow
- Participate in implementation of strategic plan with faculty and staff when appropriate
- Work collaboratively with Assistant Registrar on all registration and tuition related tasks
- Additional tasks as assigned by the CFOO

### **Essential Qualifications**

- **Mandarin and/or Cantonese fluency highly preferred**
- Bachelor's Degree or equivalent professional experience in front-facing customer service and office management preferred



- Previous experience in arts administration and/or school environment preferred
- Must be able to comply with company-wide COVID-19 vaccination verification or regular twice-weekly testing requirement
- Strong written and verbal communication
- Highly organized, detail oriented, and prioritizes tasks to maximize workflow
- Attention to detail to improve and optimize processes
- Manages change and balances shifting priorities
- Ability to create a culturally competent and inclusive environment
- Ability to work in a fast-paced environment
- Motivated and can work independently as well as collaboratively across teams
- Prior experience with CRM software is a plus
- Working knowledge of Microsoft Office Suite, Google Apps, Constant Contact, and Zoom

### **Compensation and Benefits**

\$40,000 - \$42,000

Benefits include paid time off, health insurance, flexible spending account, non-contributory 403(b) retirement plan, discounts on music instruction at CMCB, and paid professional development opportunities.

### **Application Instructions**

Please send the following by email to [jobs@cmcb.org](mailto:jobs@cmcb.org). Address your materials to Meghan Jasani, Chief Financial & Operating Officer:

- A cover letter which addresses your capabilities, experiences, and interests
- A current resume or CV
- Names and contact information for at least three (3) references from within the past 5 years, indicating your relationship with each

Incomplete applications may not be considered. **Applications will be reviewed beginning December 6th as they are received, and this position will remain open for applications until filled.** *Please, no phone calls or walk-ins.*

The above information on this position description has been designed to indicate the general nature and level of work performed by individuals within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and



qualifications required of employees assigned to this job. Requirements are subject to possible modification to reasonably accommodate qualified individuals with disabilities. This document does not create an employment contract, implied or otherwise, other than an “at will” employment relationship.

External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case-by-case basis.

## **ABOUT COMMUNITY MUSIC CENTER OF BOSTON**

Community Music Center of Boston is an arts education nonprofit founded in 1910, with a mission to transform lives by providing equitable access to excellent music education and arts experiences. Over 4,000 students participate in our programs every week. We are proud to act as the largest external provider of arts education to the Boston Public Schools, supporting rigorous, relevant, and culturally-responsive musical instruction for one of the most diverse school districts in the nation. CMCB's Community Music School Division offers lessons, group classes, ensembles, and early childhood programming at our headquarters in Boston's South End. Our Community Engagement Programs operate in partnership with a dozen public schools, a dozen social service agencies, and a variety of community centers, housing developments, and charter schools, supporting programs throughout virtually every neighborhood in Boston, in-school, after-school, and in the summer.

Community Music Center of Boston is committed to recruiting and fostering a diverse community of staff and students and is proud to be an **Equal Opportunity Employer**. BIPOC individuals, LGBTQIA+ individuals, and members of other historically disenfranchised and marginalized populations are strongly encouraged to apply.