



TITLE: Registration Manager
REPORTS TO: Director of Student Services
STATUS: Non-exempt, full time, 40 hours per week

ABOUT BLOOMINGDALE SCHOOL OF MUSIC

Bloomingtondale School of Music is a nonprofit community music school located on Manhattan's Upper West Side and serving over 650 students from all over greater New York City. The school has an extraordinary faculty, an innovative program, and a fifty-year record of providing access to high quality music instruction in private lessons, classes, and school partnerships. Bloomingtondale is at an exciting time in its history, focused on strengthening the program within the school and proactively building relationships and connections in the community we serve. The school is housed in a five-story brownstone at 323 West 108th Street, between Broadway and Riverside Drive. The facility has 14 teaching studios, multiple staff offices, and a newly renovated recital hall and outdoor patio featured on George to the Rescue in Spring 2020. More information may be found at the school's website www.bsmny.org. In March of 2020 Bloomingtondale transitioned to online lessons due to the COVID-19 pandemic. Administrative staff are working at home for the time being; the Registration Manager position would begin online and transition to being in person at Bloomingtondale's Upper West Side offices when the school reopens for in-person activities.

ABOUT THE POSITION

The Registration Office staff are the school's primary representatives to the general public and to current and prospective students and parents. The Registration Manager reports to the Director of Student Services and coordinates with the rest of the registration team (currently one full time and two part time employees) to ensure smooth registration processes for all students, build community and nurture relationships, promote Bloomingtondale programs, and implement strategic directives. The Registration Manager has a significant role in developing registration policies and procedures, delegation, and ensuring efficient and effective team management of the Registration staff. All members of the registration staff have opportunities for special projects relating to other aspects of organizational management including development, marketing, social media, and program/concert development.

CORE RESPONSIBILITIES

- Provide personalized attention and exemplary customer service interacting with students, families, faculty, and all organizational stakeholders using concierge philosophy
- Work closely with the Director of Student Services on retention strategies and registration initiatives, manage implementation within the department.
- Collaborate with Finance department to follow up on accounts receivable and faculty payroll related matters
- Oversee and maintain student records for over 700 students annually
- Manage financial aid program
- Registration duties which typically include registering and scheduling students , answering phone and in-person inquiries; general office duties, processing payments, closing and opening the school . Note: While working remotely, some of these duties will be modified
- Special projects as assigned

SKILLS and QUALIFICATIONS

- BA or BM in relevant field including arts administration , hospitality, education, or music.
- Commitment to Bloomingdale’s mission and values
- Experience managing people and teams within an arts education or registration/reception environment
- Excellent intrapersonal skills and effective communicator with a variety of audiences
- Self-motivated, organized, reliable, and able to multitask effectively
- Knowledge of and comfort in discussing music education is a must, and previous employment in an educational setting is a plus
- Awareness and dedication to equity, diversity, inclusion, and belonging for all students
- Strong computer skills, including accounting and database programs, and familiarity with Google Suite
- Familiarity with ASAP Connected registration software a plus

SALARY

This is a 40-hour per week position, and includes working occasional weekend as well as evening hours. The position is salaried and includes benefits and a generous holiday and vacation schedule.

TO APPLY

Candidates interested in this position should send a cover letter and resume to Lohengrin Velasquez at search@bsmny.org, with “Registration Manager” in the subject line.

Bloomingdale School of Music is an EOE/educational institution and is deeply committed to diversity and inclusion. BSM does not discriminate on the basis of race, color, national origin, sex, religion, age, disability, sexual orientation, gender identity, veteran status, height, weight, or marital status in employment or the provision of services.