

TITLE: Director of Student Services  
REPORTS TO: Senior Director of Programming  
STATUS: Full-time, Exempt, full benefits

### **ABOUT BLOOMINGDALE SCHOOL OF MUSIC**

Bloomingdale 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. Bloomingdale 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, a recital hall, and offices. More information may be found at the school's website [www.bsmny.org](http://www.bsmny.org).

### **ABOUT THE POSITION**

The Director of Student Services is primarily responsible for leading the Registration Office, overseeing scheduling, enrollment, registration, retention, and setting and maintaining customer service standards. This position manages two full-time staff and two to three part time staff, and also works closely with External Affairs as well as Programming teams to lead enrollment efforts at the school. This position works closely with the Executive Director and Senior Directors as a collaborative senior leader of BSM, and is asked to represent BSM at school events, development opportunities, board meetings, and special events. A strong candidate will have a passion for music, education, data storytelling and community engagement as a positive force for bringing people together in an uplifting, inclusive, and exciting way.

### **PRIMARY RESPONSIBILITIES**

Student Services: Registration, Retention, Scheduling, and Billing

- Develop and propose an annual academic calendar.
- Oversee and drive the annual Registration Process for three terms – including content development for email campaigns, printed promotional materials, tuition recommendations, weekly enrollment reports, updates to school database, website, etc.
- Work with External Relations to develop promotions for classes, discounts, and implement marketing efforts for recruitment and retention.
- Oversee scheduling and communications with students and faculty, room assignments, schedule changes, etc.
- Oversee and process billing and tuition collection and the issuing of refunds and credits, and ensure all student information is recorded accurately.
- Along with faculty, develop annual strategies for retention efforts for current students.

- Conduct regular surveys and analysis of enrollments and student body to support leadership in developing narratives to determine retention, recruitment, and fundraising strategies.

#### Front Office Reception, Customer Service

- Work with Registration Manager to ensure the day to day operations of the registration office including scheduling and managing Registration Office staff, reception duties and community outreach support staffing.
- Develop customer service scripts, talking points, and processes to maximize recruitment and retention, and participation in school events.
- Developing strategies for family customer support and communications
- Address student/family concerns if escalated from Registration Office staff.

#### Participate in Education Programming and Planning

- Lead the bi-weekly Enrollment Task force meeting which is comprised of registration, programming, and external relations staff.
- Sit on the Faculty Hiring Committee and participate in interviews.
- Work with Operations team to track and analyze school use and capacity; assess need for, develop, and schedule classes and ensembles.
- Work with the Registration Manager to oversee the Financial Aid Application process, review, and communications.

#### BSM Leadership

- Participate in BSM Leadership Team Meetings.
- Attend and report out registration and financial aid updates at quarterly Board meetings.
- Participate in school-wide events and special events as a BSM representative.

#### **SKILLS AND QUALIFICATIONS**

- Bachelors or Masters in Arts Administration, Communications, and/or Music Education or equivalent experience.
- 5+ years Student Services Administration or related positions.
- Leadership skills with experience managing full and part time staff, and ability to work in a collaborative and collegial manner.
- Excellent customer service skills with experience working with diverse communities of people. Spanish speaking is a plus.
- Interest in data collection, analysis, and research to inform strategies.
- Excellent computer skills, skilled attention to detail, and confidence with Google Suite, Excel spreadsheets, and Databases (ASAP Connected and Quickbooks a plus).

#### HOURS

- This position requires a 40 hour/week schedule with core hours of M-F 10 AM - 4 PM required. This position will require working evenings, weekends, and occasional front desk coverage. This position is based primarily on site with office availability required but some flexibility around remote work is available.

#### SALARY

- Salary is \$70,000-\$72,000 including health insurance and PTO.
- The salary is commensurate with experience.
- BSM offers a full benefits package including partial health costs, retirement, transit, and a generous vacation schedule.
- Professional development opportunities are supported.

#### APPLICATION AND HIRING PROCESS

- Candidates interested in this position should submit a cover letter and resume to [Director of Student Services Application Form](#) by November 15, 2022.
- Only those being considered will be contacted by email/phone for an initial interview.
- Position will begin in January/February 2023.

*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.*