



## POSITION ANNOUNCEMENT

### **Student Services Manager**

The Wisconsin Conservatory of Music seeks qualified applicants for the position of Student Services Manager.

#### POSITION DESCRIPTION

The Student Services Manager is responsible for overseeing the Student Services Department. This department serves as the primary contact between the Conservatory and its students. The Manager will advise and participate in all aspects of the customer experience. The Student Services Manager reports to the Chief Operations Officer. Skills required include: strong communication; exceptional customer service; knowledge of business and education practices and knowledge of music education. This individual must show exceptional maturity and leadership and an ability to effectively communicate, advance the mission of the Conservatory, and the follow policies of the President and Board of Directors.

#### DUTIES AND RESPONSIBILITIES

The duties of this position include, but are not limited to:

- Support and Train Student Services Associates and interns as appropriate.
- Create a customer friendly environment.
- Create and manage studio, rehearsal and performance space schedules.
- Work with faculty and education staff to appropriately place students in classes, ensembles and private lessons.
- Assist in the distribution of Tuition Assistance funds.
- Manage the Conservatory registration database.
- Follow Conservatory policies for handling cash and credit transactions and ensure the accuracy and fiscal responsibility of all financial transactions.
- Maintain a thorough working knowledge of all Conservatory offerings, including classes, lessons, ensembles, concerts and donor events.
- Demonstrate the highest standards in Student Services and customer service policies.
- Schedule appropriate department staffing for Conservatory locations.
- Support all education programs, classes and special events as requested.
- Attend specified evening and weekend performances.
- Other duties as assigned.

## QUALIFICATIONS

**EDUCATION:** Bachelor's degree in arts administration, music education, business or related field

**RELATED EXPERIENCE:** The successful candidate will have: ability to work independently and creatively; strong oral and written communication skills; experience managing financial transactions; experience working in cooperation with children, families, music educators, music artistic personnel and administrators; knowledge of the performing arts; ability to multi-task successfully; experience working with the Microsoft Office Suite; excellent organizational skills; database management experience; an ability to maintain the highest professional ethics at all times.

## SALARY

Salary is commensurate with experience. Competitive benefits package is available to all full-time employees.

## APPLICATION

Please send a cover letter, resume/CV and the names and contact information of three (3) relevant references, electronic submissions preferred, to:

Rachel Fritz, Chief Operations Officer  
Wisconsin Conservatory of Music  
1584 N. Prospect Avenue, Milwaukee, WI 53202  
rfritz@wcmusic.org

References will not be contacted without permission of the applicant.

Application deadline: July 31, 2017. No phone calls please.

The Wisconsin Conservatory of Music is proud to be part of the rich cultural heritage of the city of Milwaukee. Additional cultural organizations include the Milwaukee Art Museum, Milwaukee Symphony Orchestra, Summerfest, Milwaukee Repertory Theater and numerous festivals.

The Wisconsin Conservatory of Music is an Equal Opportunity Employer. The Conservatory prohibits discrimination based upon an individual's race, color, religion, sex, national origin, age, disability, genetic information, or any other characteristics protected by applicable federal, state or local law.