Student Services Coordinator

Job Description

The Paducah Symphony Orchestra seeks a full-time Student Services Coordinator to provide excellent customer service in support of our goals for the new PSO Academy and our growing organization as a whole. This is a new position.

The Student Services Coordinator’s primary responsibility is to steward new student inquiries, monitor and oversee private lesson student enrollment, and serve as the lead administrator for lessons, ensembles, and student recitals.

The ideal Student Services Coordinator is an organized, dependable individual with strong communication skills and a customer service mindset. The selected candidate will be expected to become fluent in all existing PSO programs, and play a significant role in developing new processes to support the new PSO Academy. The Student Services Coordinator must be familiar with all faculty members and their specializations, and over time, build connections with all students and their families. This individual will be the primary liaison between the PSO and all participants in PSO Academy programs. This role is an important part of a dynamic and supportive team that is dedicated to creating great musical experiences and providing excellent educational programming. The PSO is committed to providing a quality music education experience to all students regardless of ability or socioeconomic background.

Approximate start date: July 2022

Work Schedule

June and July

Average 40 hours per week—schedule TBD

August-May

Monday-Thursday: 11am-7pm

Friday: 10am-6pm

Year Round

Occasional weekends and concert duty as needed

Primary Responsibilities Include:

- Provide timely, quality service and an excellent experience to our customers.
- Implement and track strategies aimed to successfully steward all new students.
- Serve as lead administrator for private lesson student registrations: Collect teacher availability, build teacher schedules, collect student availability, confirm student schedules, cross-coordinate with all PSO team members.
- Oversee inquiries and placement of students: provide information to new and returning students, coordinate to determine best fit, oversee enrollment for new and returning students, monitor enrollment numbers and adjust schedules as needed.
- Serve as lead administrator for student ensembles: coordinate rehearsal schedules (and rehearsal rooms) for existing PSO ensembles, administer enrollment (registration and payment), and liaise with ensemble faculty as needed.
- Coordinate and host student recitals and performances at the Framptom Center for Music Education and the Williams Family Symphony Hall. Communicate with faculty & families, maintain and track data on performers and attendees, oversee and update calendars of events, coordinate space scheduling and preparation.
- Assist with communication regarding student withdrawals.
- Strategize with the PSO administrative team to plan, implement and assess the execution of programmatic and enrollment goals.
- Serve as back up support personnel for PSO front desk coverage.
- Other responsibilities, projects or duties as required.

**Essential Qualifications**

- Bachelor’s degree or equivalent experience
- Administrative experience preferred
- Proficient computer skills including Microsoft Office
- Detail oriented. Efficient and accurate data entry skills
- Proven ability to work positively in a shared responsibility team
- Possesses a growth mindset and is open to incorporating feedback
- Demonstrated creative problem solving
- Excellent organizational skills - the ability to manage a large volume of communication with a variety of customers and faculty members efficiently and effectively in a dynamic environment
- Able to collaborate effectively with all levels of the organization and across all departments
- Professional and engaging interpersonal skills
- Able to work independently and as an effective team member
- A reliable self-starter with the ability to roll up your sleeves and pitch in wherever and whenever necessary.
- Bilingual English & Spanish speaking a plus

**Salary & Benefits:**

- Health insurance
- PTO
- Employer-sponsored IRA
- Total compensation package to equal $30,000-$40,000; commensurate with relevant experience
- Tickets to all PSO concerts