

# Position Description: Education Programs Administrator

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| **Reports To**: | Vice President, Education and Community Engagement |
| **Status**: | Full-time Non-Exempt |

Position Summary

The Education Programs Administrator provides administrative support for the Winston-Salem Symphony’s education programs, including the Winston-Salem Symphony Youth Orchestras Program, Piedmont Learning Academy for Youth (P.L.A.Y.) Music, Symphony Club, Peter Perret Youth Talent Search, and the Instrument Petting Zoo. Under the guidance of the V.P. Education and Community Engagement, the Education Programs Administrator will communicate regularly with Youth Orchestra Conductors and P.L.A.Y. Music Teaching Artists. Additionally, they will play a key role in handling administrative duties essential to the success of these programs. The ideal candidate will possess strong organizational skills, effective communication abilities, and a deep commitment to music education. This position requires the capacity to manage multiple tasks efficiently and thrive in a dynamic environment where attention to detail is paramount. This position requires attendance and participation in select education-related concerts and events, some of which may take place during evening and weekend hours.

Primary Accountabilities

*Education Programs Responsibilities*

**Communications**

* Manage communications with P.L.A.Y. Music and Youth Orchestra families via emails, texts, and letters home, during class time and over the phone regarding attendance issues, classroom procedures, upcoming performances, or other opportunities as they arise.
* Communicate regularly with P.L.A.Y. Music Teaching Artists/Site Coordinators, Youth Orchestra Conductors, regarding needed translations, snack and supply needs, instrument needs, and any other decisions/topics that require their input.
* Report back to V.P. Education and Community Engagement on students with recurring absences and/or behavior issues, late pickups, instrument/material needs (broken instruments, changes in sizes, shoulder rests/sponges, broken strings, rosin), parent questions/concerns, and any additional needs.
* Communicate with the Winston-Salem/Forsyth County School system, school administrators, and music teachers as needed.
* Evening and weekend communications may be necessary depending on the time of the year.
* Serve as the liaison for the Symphony Club program

**Data & Records Management**

* + Assist families in completing and submitting required paperwork, documents, report cards *(P.L.A.Y. Music and YO)*.
  + Manage student files, both hard copy and digital, for all education programs as required.
  + Track weekly attendance and monitor parents/families’ adherence to the attendance policies.
  + Maintain updated demographic and contact information on each student and their family.

**Teaching Artists and Youth Orchestra Conductors Support**

* + Ensure receipt and archival of Teaching Artists’ lesson plans *(P.L.A.Y*. *Music)*.
  + Manage P.L.A.Y. Music paper violin and “real” instrument inventory which includes keeping track of all student instrument assignments, the addition of new instruments, broken or lost instruments, and contacting P.L.A.Y. Music partners/teachers to arrange for instrument swaps/repairs when needed.
  + Assist with the creation of rehearsal, class/teaching, and performance schedules in coordination with Youth Orchestra conductors, Teaching Artists, schools, and partner organizations.

**General education Administrative Support**

* + Assist with the creation or editing of documents such as applications, handbooks, marketing materials, concert programs, and more in coordination with the V.P. Education and Community Engagement.
* Translate or coordinate translation of documents for families whose primary language is Spanish.
* Track and process payments for Youth Orchestra and P.L.A.Y. Music families.
  + Track and manage receipts and reconcile credit card statements for the V.P. Education and Community Engagement.
  + Schedule and maintain calendar appointments and invitations for the V.P. Education and Community Engagement.
  + With pre-approval, make purchases or seek donations for various snacks, instruments, and supplies when needed and within budget.
* Attend and participate in various staff, partnership, and community meetings.
* Schedule auditions and events for education programs:
* P.L.A.Y. Music Seminario and Youth Orchestra concerts
* Youth Orchestra Auditions: promotion auditions, manage the registration process, schedule the venue and coordinate with Operations Manager on logistics.
* Peter Perret Youth Talent Search Auditions: promotion auditions, schedule judges, manage the registration process, schedule the venue and coordinate with Operations Manager on logistics.
* Instrument Petting Zoo Events: Schedule, manage, and coordinate instrument petting zoos with community partners; create and manage invoices, and collect payments.

**ADDITIONAL ADMINISTRATIVE TASKS**

* Serve as an ambassador of the Winston-Salem Symphony and support recruitment efforts for growing the P.L.A.Y. Music, Youth Orchestras program, and Symphony Club
* Manage the community engagement database.

Required Experience and Training

* Minimum two years of experience working in an administrative position.
* Outstanding organizational and administrative skills a must.
* Meticulous and detail orientated.
* Strictly adheres to deadlines.
* Demonstrated record of dependability.
* Flexible – Ability to work in a fast paced and changing work environment.
* Ability to simultaneously and independently manage multiple projects and priorities.
* Excellent interpersonal skills and the ability to work effectively with a wide range of constituencies in a diverse community.
* Excellent oral and written communication skills.
* Positive attitude and willing to “pitch in” whenever needed.
* Strong Microsoft Office skills.

Preferred Qualifications

* Experience working in an education, arts/cultural, or non-profit organization
* Spanish language ability

Conditions of Employment

* Successful completion of a criminal history background clearance.
* Successful completion of a national sex offender registry clearance.
* Successful drug screening may be required.
* Occasional weeknight and weekend work required.