

GREATER TWIN CITIES YOUTH SYMPHONIES JOB DESCRIPTION

Job Title: **Student Membership & Volunteer Coordinator**
Classification: Full-time, non-exempt
Compensation: \$21 - \$24/hour, plus benefits
Schedule: Regular business hours 9:00am – 5:00pm, plus occasional evenings/weekends
Reports to: Program Director
Start date: August 2024

POSITION SUMMARY

This position coordinates various aspects of students' participation in GTCYS, including student data, payments, and registration processes. This role also provides high-quality customer service to families and the public, ensures smooth systems, and disseminates information across the staff. The person in this role will coordinate the continued expansion and stewardship of volunteers to support program activities. This role is perfect for the tech-savvy, detail-oriented individual who loves data, is skilled at juggling multiple tasks independently, will enjoy communicating with current and prospective families, and engaging with volunteers at events.

This is a hybrid role with some in-office work at GTCYS' St. Paul office (parking stipend provided), as well as occasional evenings and weekends. Residence in the Twin Cities area is required.

RESPONSIBILITIES

Student Membership Management

- Develop, implement, and manage student registration and payment processes for year-round programs, auditions, and special activities
- Coordinate audition registration process and related communications
- Help create and disseminate program materials such as student placements, handbooks, student directories, yearbooks, rosters, and content for concert programs in collaboration with the program team
- Provide personable and timely customer service with current and prospective families
- Prepare online participation forms and payment portals; collect and track program fees and tuition payments
- Oversee student attendance details and communications, in collaboration with conductors
- Collect scholarship applications, prepare summaries for review, disseminate awards, and process scholarship payments

Data Coordination & Systems

- Process and track student data to ensure accurate student records, orchestra rosters, and enrollment and tuition reports
- Maintain current and accurate database records for all students, parents/guardians, and music educators
- Track and analyze program-related data (demographics, retention, etc.)
- Maintain email lists for GTCYS families, teachers, and general public
- Oversee and recommend efficient systems to improve processes and streamline operations

Volunteer Management

- Develop volunteer strategy to support GTCYS' growing program and organizational initiatives
- Recruit, coordinate, train, and oversee all volunteers, including orchestra parent leaders
- Track and record volunteer data
- Develop and implement a volunteer stewardship strategy
- Maintain periodic presence at events to build relationships with volunteers and assess success

Administrative Assistance

- Serve as primary point person for program-related inquiries and manage incoming phone calls and general email inbox
- Manage office supplies orders
- Process credit card and mailed payments, and make bank deposits
- Help monitor budget projections for tuition and program-related fees

Other

- Serve as a positive, flexible, and supportive member of GTCYS' team and be a proactive ambassador
- Assist in-person at select rehearsals, concerts, and special events
- Understand and adhere to GTCYS' Policies and Procedures
- Other duties as assigned

REQUIRED QUALIFICATIONS & SKILLS

- Minimum of 2 years of successful professional experience in data management, customer service, and/or administration
- Excellent computer skills with high-level proficiency in:
 - Microsoft Office applications (Excel, Word, Outlook)
 - WordPress web platform
 - Databases (GTCYS uses Neon CRM)
- Excellent phone, written, and correspondence skills
- Aptitude for using technology to create and improve systems
- High level of accuracy, organization, responsiveness, discretion, and flexibility
- Self-motivated with strong critical thinking skills and ability to prioritize multiple projects
- Availability to attend occasional evening and weekend activities
- Access to reliable transportation
- Love of music and passion for GTCYS' mission
- Bilingual skills a plus

GTCYS is dedicated to building a culturally diverse and equitable environment. We strongly encourage applications from people of color and from populations underrepresented in the arts administration field.

BENEFITS

Benefits include: generous paid time off and holidays, 3% retirement match, medical, dental, and short-term disability insurance, parking stipend, and flexibility.

TO APPLY

By July 16, combine the following documents into a single PDF and email it to GTCYS Program Director Miranda Bryan at miranda@gtcys.org: 1) cover letter describing your experience and interest in this role, 2) resume, and 3) three professional references. The hiring process may include a screening call, along with Zoom and in-person interviews.

ABOUT GTCYS

The Greater Twin Cities Youth Symphonies (GTCYS, pronounced git-seez) broadens access to instrumental music and serves more than 1,300 students ages 7-18 through our Harmony strings program and access initiatives, 11 school-year orchestras, and summer camps. Providing more than \$230,000 in need-based tuition assistance and support for private lessons helps level the playing field for more students. GTCYS presents 25 annual concerts at Orchestra Hall, Ted Mann Concert Hall, and free community concerts across the Twin Cities. GTCYS' equity, diversity, and inclusion initiatives ramped up in 2016 and have demonstrated strong results and remain a top priority. GTCYS celebrated its 50th Anniversary Season in 2021-22 and has experienced tremendous growth in the last decade. For more information, visit www.gtcys.org.