

SCHOOL REGISTRAR

Position Summary

Milwaukee Ballet's School & Academy (MBSA) is an accredited institutional member of the National Association of Schools of Dance, providing dance education to students across three branches. School year classes serve children aged three and up, including high-school-age students enrolled in the prestigious Pre-Professional Program. MBSA provides summer classes and camps and operates the Milwaukee Ballet Summer Intensive program. Reporting to the School Director, the School Registrar provides outstanding customer service to school families. Their primary responsibility is to register and assist student families in support of school enrollment and revenue goals.

This is a **part-time position** working 30 hours per week, year-round, with an hourly rate of \$18-\$20 per hour.

Responsibilities

- Provide extraordinary customer service via phone, email, or in person, building positive relationships and trust with MBSA families.
- Process student registrations and payments for the School & Academy school year, summer classes and camps, auditions, and Summer Intensive.
- Handle customer feedback appropriately, suggesting solutions and escalating feedback as needed.
- Oversee general inquiries for new or returning families.
- Schedule and coordinate placement auditions for incoming families.
- Coordinate student attendance system for all branches and Summer Intensive.
- File and maintain student digital records including medical forms, injury reports, and waivers.
- Provide support for scholarship and financial assistance programs, including generating monthly attendance records.
- Provide weekly enrollment reports for all class levels, branches, and programs, monitoring enrollment levels to assist with class schedules and updates.
- Report and maintain student transfer requests and withdrawals.
- Manage collection of past due accounts and assign late fees as applicable.
- Generate monthly billing reports and assist with monthly reconciliation between the School and Finance.
- Complete quarterly audit of customer accounts.
- Provide student data to faculty and staff for evaluations, class rosters, etc.
- Provide MBSA information and updates to reception staff maintaining open and clear lines of communication regarding school-related issues, feedback, and questions.
- Assist in training reception staff on how to update student records in Tessitura.
- Adjust work hours to provide support during MBSA performances and/or rehearsals, and during Company performances which utilize student casts.

Background & Qualifications

- Post-secondary education or arts administration experience preferred.
- Excellent working knowledge of Microsoft Office, including Excel.
- Previous experience with CRM or data management preferred; experience with Tessitura is a benefit.
- Customer support experience including via phone and email communications.
- Ability to work effectively with people of differing backgrounds and ages.
- Ability to adjust working hours during performances, assisting during weekends 4-6 times per year.

Required Values & Qualities

- **Reliable & Accountable:** Can be counted on to follow through and take ownership of projects and responsibilities.
- **Positive Attitude:** Works well with others and responds with positivity to support colleagues.
- **Excellent Communication:** Can communicate effectively with colleagues, students, parents, and patrons.
- **Problem Solve:** Able to work through challenging and changing situations quickly and strategically.

About Milwaukee Ballet

Founded in 1970, Milwaukee Ballet is a leader in Wisconsin's arts and culture scene. Under the artistic leadership of Artistic Director Michael Pink, Milwaukee Ballet has become world-renowned for presenting bold new interpretations of story ballets, and cutting-edge contemporary works. Milwaukee Ballet is home to an international company of dancers and is one of a few companies in the nation with its own orchestra. Milwaukee Ballet School & Academy is the only professional dance school in the Midwest accredited by the National Association of Schools of Dance. Milwaukee Ballet's award-winning Community Engagement department serves more than 38,000 people in Southeastern Wisconsin through original, interactive programs.

Milwaukee Ballet is committed to creating an inclusive and diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender, gender identity or expression, sexual orientation, national origin, genetics, disability, age, or veteran status.

How to Apply

- Submit a cover letter and resume with three references (including two professionals who will not be contacted without approval of the candidate) via our Application Portal.
- Successful applicants will be subject to a background check.

Date Posted: May 14, 2024