

### **About the VSO School of Music**

VSO School of Music, founded in 2010, is a 25,000 square foot state-of-the-art music school located adjacent to the Orpheum Theatre in downtown Vancouver. With a mission to enrich lives through the joy of learning, playing and performing the world's great music, the VSO SoM develops experiences that are accessible to all, regardless of age, ability, playing level or economic circumstances; and by nurturing creative and engaged members of society through achievement in the musical arts. With a roster of over 1900 students, the School is proud to offer individual or group instruction by members of the Vancouver Symphony and other high-quality music educators.

The school also features a performance theatre (Pyatt Hall) and Reception space which sees a wide range of arts, entertainment, and corporate groups utilizing the space for performances, recordings, and special events.

### **About the VSO**

Founded in 1919, the Vancouver Symphony Orchestra is the third largest symphony orchestra in Canada, and the largest performing arts organization in Western Canada. The VSO is one of a handful of orchestras worldwide that has its own music school: the VSO School of Music. The organization delivers extensive education programs reaching more than 50,000 young people annually, and community engagement initiatives that reach a further 100,000+ people. Maestro Otto Tausk is the VSO's Music Director and the Artistic Advisor of the VSO School of Music.

### **Job Description: Junior Registration Officer, Part-Time**

Stationed at the front desk in a public facing role, providing exceptional customer service working as part of a team. As a Junior Registration Officer you will play a crucial role in communication between students and faculty, while providing exceptional customer service. Stationed at either the third-floor admin office or the lobby desk, the Junior Registration Officer will work as part of a team to manage private lesson enrollment and administration, answer educational program enquiries, and ensure the smooth running of the School's day to day activities.

The Junior Registration Officer also assists with monitoring building activity, managing teaching studio schedules, and providing access to stakeholders.

### **Responsibilities and Duties**

- Answer and direct incoming telephone calls, messages, and inquiries to the appropriate departments or individuals.
- Serve as the main point of contact for students, parents, faculty and staff, providing prompt and professional assistance via email, phone, and in-person.
- Under the direction and supervision of the Registrar, register students in private lessons and group classes, liaising with instructors and students.

- Maintain accurate and up-to-date records, ensuring data integrity and confidentiality.
- Collaborate with instructors and other staff to help to resolve student issues and concerns effectively.
- Maintain a clean and organized reception area, ensuring a professional and welcoming atmosphere.
- Manages waitlists for the school's registerable group programs, camps and workshops
- Assist in the monitoring of building security by use of closed-circuit television.
- Unlock rooms for instructors, students, and other building users.
- Perform building opening and closing procedures.
- Be a welcoming and courteous first point of contact for the VSO School of Music, always ensuring positive customer and stakeholder experiences, confidentiality and professionalism.
- Keep current on VSO School of Music activities and events and direct inquiries accordingly
- Other duties as assigned

### **Qualifications**

- High School diploma.
- Experience in a customer facing position.
- Excellent communication and interpersonal skills.
- Strong attention to detail and organizational abilities.
- Experience with Microsoft Office Suite and database management systems.
- Ability to multitask and balance competing objectives.
- Flexibility to work evenings and weekends when required

### **Part-Time Position:**

- Approximately 10-15 hours a week, with variable daytime, evening, and weekends including Sunday's work required
- Compensation is \$24/hour

### **What it's like to work here**

The VSO and the VSO School of Music offer a fast-paced, creative, and strategically minded workplace environment. We are a group of music-loving arts administrators, with a passion for the performing arts, combined with business acumen, personnel management, and leadership, in a strong and collaborative environment. We are proud of the VSO's legacy in musical excellence and are working towards growing our reputation as a world-class orchestra, with state-of-the-art teaching facilities, outreach programs, as well as a community of engaged, philanthropic fans.

The VSO and VSO School of Music offer hybrid working models, though given that we work in live performing events, we know that some evening and weekend work will be required on site.

The VSO and the VSO School of Music **value diverse perspectives, experiences and cultures and are committed to fostering an inclusive workplace.** We encourage applications for this position from members of all groups experiencing barriers to equity.

### **Benefits**

The VSO and the VSOSoM offer a flexible work environment, extended medical benefits available to full time employees, and other incentives and perks.

### **To Apply**

Please email your resume and cover letter to [jobs@vsoschoolofmusic.ca](mailto:jobs@vsoschoolofmusic.ca)

Please include “**Junior Registration Officer Part Time**” in the subject line.

The VSO and the VSOSoM thanks all applicants for their interest, only those applicants selected for an interview will be contacted.

### **Application deadline**

Open Until Filled