

EAST BAY CENTER FOR THE PERFORMING ARTS

**Head Registrar
(Full-Time Salaried – Non-Exempt)**

POSITION ANNOUNCEMENT

About East Bay Center for the Performing Arts

East Bay Center for the Performing Arts (The Center) was founded in Richmond immediately after the assassination of Dr. Martin Luther King, Jr. in 1968 as a response to the unrest, anger, frustration, and need for change. Today our foundational values remain rooted in civil rights, equity, and justice.

About the Position:

This role is the first point of contact for Center families and faculty and requires prompt attention and clear communication with all Center constituents.

The Center has a deep history of serving Richmond youth with music, theater and dance training, new artistic work, and community gatherings that are reflective of the richness and diversity of the local population. Last year, the Center served approximately 3,500 youth in over 10 schools. The Center's staff consists of 25 administrative staff and approximately 70 – 75 faculty. They are passionate and committed to the values and established goals, and they have a deep understanding of the cultural assets that are present in the community.

We are in search of an individual who has a passion for the role of the arts in social justice, youth, and community development. Extensive administrative and customer service experience, preferably serving youth in a non-profit and/or social services environment. The incumbent will have experience working in a fast paced, multi-cultural environment. Under the direction of the Instructional Music Specialist, the incumbent will be responsible for interfacing with students and families, coordinating private lessons and group class enrollments, schedule changes, payments, and supports Center programs and events. This role requires careful attention to detail, a varied work schedule, proactive communication, and problem solving with center staff and colleagues. Understanding of barriers to access, especially for low-income, English Language learners and underrepresented demographics in the Bay Area.



Developing Young Artists
Re-Imagining the World

339 11th Street
Richmond
CA 94801-3105

eastbaycenter.org

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Some Key Responsibilities:

- Oversee the student admissions process and ensure students and families are properly enrolled for the Fall and Spring Sessions, and the Summer Saturday Series.
- Responsible for updating and maintaining students' registration records, attendance, class enrollments, schedules, payments, and other details necessary to support registration for the Center's on-site programs.
- Maintain an accurate private lesson roster and make changes in a timely manner
- Generate and send private lesson invoices to families once a month.
- Collect monthly payments from families and assist them in setting up payment plans as needed.
- Process private lesson reimbursements to families after each pay period, if needed.
- Collect end of term balances from families continuing their lessons to the following term.
- Forward private lesson attendance report to the finance department bi-weekly.
- Ensure student/family records are updated with new information, attendance, finances.
- Train staff at the registrar's office to use software related to records administration.
- Keep and maintain confidential student documents securely.
- Communicate with and recruit volunteers for annual and community events.
- Transfer any written enrollment records to a computer database (ASAP lesson requests, scholarship information, etc.)
- Perform other related duties as assigned.

The ideal candidate will have:

- High school diploma or equivalent.
- Minimum one (1) year experience working with children in a performing arts environment.
- Minimum three (3) years' experience working in a customer service role.
- Experience as a practicing artist (music, dance, or theater) is a plus.
- Excellent verbal and written communication skills



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- Excellent computer skills (Macintosh), including proficiency in Microsoft Office, Google Drive applications, and Zoom web conferencing. Prior experience using ASAP or other scheduling software is a plus.
- Excellent organizational skills.
- Ability to work both independently and as part of a team, take initiative, and be proactive, with attention to detail.
- Ability to prioritize and multitask, managing multiple programs and participant needs simultaneously.
- Excellent interpersonal skills with ability to maintain a calm and patient demeanor with all students, staff and constituents.

Other Skills and Abilities:

- Bilingual fluency in English and Spanish is preferred.

Work Schedule: 40 hours a week. Four weekday evenings and Saturday

Physical Requirements:

- Must be able to lift up to 35 pounds at a time.
- Must be able to kneel, sit, stand, push, and pull to perform essential duties.
- Prolonged periods sitting and working on the computer to complete necessary paperwork.

Compensation: Commensurate with experience

Application Process:

If interested, please submit the following documents:

- ***Resume and cover letter as a Word or PDF document***
- ***A list of three professional references***
- ***Send documents via email to Kwesi Anku, Director of Student Development and Training to: kwesi@eastbaycenter.org***
- ***Please include in the subject line: Head Registrar***

Please note that failure to submit the required documents may disqualify you from further consideration.

East Bay Center for the Performing Arts is an Equal Opportunity Employer.



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