



Student Services Director

JOB DESCRIPTION

About Us:

The Jazz Exchange, established in 2018, is a dynamic hub of artistic excellence in New York City and the Tri-State area. We believe in the transformative power of music and are dedicated to fostering connections and building vibrant communities through our passion for jazz. As ambassadors of harmony, we curate unique experiences that transcend boundaries and bring people together in celebration of the universal language of music.

Mission:

At The Jazz Exchange, our mission is to "Build Communities through Music." Through comprehensive music education programs, support for emerging artists, and partnerships with local businesses, we aim to empower individuals and strengthen the fabric of our community through the transformative power of jazz.

Vision:

Our vision is to create a vibrant jazz community that inspires through music, empowering individuals to embrace their creativity and forge meaningful connections. By providing access to high-quality music education, supporting local artists, and fostering collaborations that celebrate diversity and inclusion, we envision a future where jazz catalyzes positive change and cultural enrichment in our society.

The Role:

As the Student Services Director, you will play a vital role in ensuring the success and satisfaction of our student's Jazz Academy Program. Working closely with The Jazz Exchange admin team, you'll oversee all aspects of student services, providing guidance, support, c, communication, and resources to help students navigate their musical journey through the program. Your dedication and attention to detail will help create a positive learning environment and enrich the overall student experience.



Responsibilities:

- Manage the Front Desk for our Monday and Thursday classes, ensuring accurate attendance records.
- Serve as the main point of contact for student inquiries, offering guidance and support throughout their musical journey.
- Coordinate student enrollment, admissions, and registration processes efficiently.
- Develop and implement student support programs to enhance their overall experience.
- Collaborate with instructors and staff to ensure students receive the necessary information and support for academic and artistic success.
- Work with the marketing team to promote student services and recruit new students via various channels.
- Maintain precise records and databases regarding student enrollment, attendance, and progress.
- Monitor student satisfaction and feedback, implementing improvement solutions when necessary.
- Conduct outreach via email to parents and students regarding updates, announcements, special events, fundraisers, and resources.
- Coordinate spring and winter concerts, ensuring student participation and memorable experiences.
- Handle inquiries from clients interested in booking student ensembles for private events, facilitating bookings and ensuring positive experiences.
- Organize and manage payment spreadsheets for tuition during the school year and summer workshop.
- Maintain music folders and information for all enrolled students, reaching out to parents of current and new students as needed.
- Develop strategies and events for recruiting new students, including school visits and year-round academic year events.
- Direct and organize all students enrolled in the Summer Workshop, working closely with administrators.
- Assist with pre-setup for the year-round schedule and Summer Workshop.
- Attend private and community events of Student Ensembles

Who You Are:

- Punctual and reliable, with a strong commitment to meeting deadlines.
- A passionate advocate for arts education and youth development.



- Positive attitude, demonstrating concern for people and community, and showing interest in working with diverse communities.
- Demonstrates self-confidence, common sense, and excellent listening skills.
- Embraces the mission and core values of The Jazz Exchange.
- Values a diverse and inclusive team at The Jazz Exchange.
- Ability to effectively communicate the organization's mission and interests to a broad audience.
- Experienced in student services, admissions, or related fields.
- Passionate about jazz music and live events.
- Available and excited to work evenings and weekends if necessary.
- Strong organizational skills with attention to detail and the ability to manage multiple priorities under pressure.
- Excellent communication, interpersonal, and problem-solving abilities, with a positive and customer-service-oriented attitude.
- Proficiency in Google Suite and student information systems.
- Flexibility to work part-time, approximately 15 hours per week with the understanding that hours may increase during peak times.

Qualifications:

Education + Experience:

- Bachelor's degree in Music Education, Arts Administration, or related field.
- Minimum of 1-2 years of experience in student services, admissions, or similar roles.
- Strong interpersonal and communication skills, bilingual proficiency preferred.
- Knowledge of jazz and music and appreciation for its cultural significance.
- Experience working with diverse student populations.
- Proficiency in Google Suite, GroupMe, Asana, Wix, Square, and student information systems.
- Flexibility to work evenings and weekends as needed.
- Flexible to attend any special events
- Flexibility to work part-time, approximately 15 hours per week with the understanding that hours may increase during peak times, events, Summer Workshop, and such as two weeks before the summer workshop and Jazz Festival, to accommodate the workload.
- Attend weekly meetings through Zoom and possible on-site meetings when necessary.



SKILLS:

- Proficient in Google Suite Computing.
- Intermediate proficiency in Google Spreadsheets and desktop computing.
- Proficient in Google Suite (Docs, Spreadsheets, Calendar, etc...)
- Exceptional attention to detail and accuracy.
- Excellent organizational and time management abilities.
- Effective communication skills, both written and verbal. Bilingual preferred.
- Proficient in Asana platforms, Canva, Wix, Square, Cash App, PayPal,
- Familiarity with social media platforms for promotional purposes.
- Effective in Public Speaking at presentations or special events.
- Flexible and willing to work with other team members.
- Passion for jazz music and a willingness to learn and engage with summer workshops and jazz festival activities
- Capable of multitasking and thriving in high-pressure environments.
- Maintaining organized student records and data for the organization.

DIVERSITY, EQUITY & INCLUSION

We are proud to foster a diverse and inclusive workplace where all voices are valued and respected.

COMPENSATION & DEVELOPMENT

We are committed to fair compensation and ongoing learning and development opportunities for all team members.

CONFIDENTIALITY

We rely on our team members to uphold confidentiality and safeguard the integrity of our events, operations, and any sensitive information shared. This ensures the safety and security of our organization, clients, contractors, and team members who collaborate with The Jazz Exchange.



SCHEDULE

This position is a part-time job and offers both on-site and remote work options, with a total of 15 hours per week. The schedule is as follows: Monday, Tuesday, Thursday, and Friday, between 9:30 AM to 3:00 PM working hours. Hours and dates may be subject to change to accommodate workload fluctuations and meet deadlines as necessary. Available to start end of May or early June of 2024.

STATUS

This is a part-time, hourly position

DEPARTMENT

Executive Director

REPORT TO

Executive Director & Artistic Director

ADDITIONAL SUMMER & JAZZ FESTIVAL MEMBERS YOU WILL WORK WITH

Artistic Director, Student Services Director, Teaching Assistants, Interns

HOW TO APPLY

Email thejazzexchangecontact@gmail.com with the subject line: **Student Services Director**. Please include a brief cover letter in the body of the email and attach your resume. Only candidates selected for an interview will be contacted.

The Jazz Exchange is proud to be an equal-opportunity employer. We do not discriminate based on race, religion, color, national origin, gender (including pregnancy, childbirth, or related medical conditions), sexual orientation, gender identity, gender expression, age, status as a protected veteran, status as an individual with a disability, or other applicable legally protected characteristics. Please let us know if you need assistance or accommodation due to a disability.