

ACADEMY REGISTRAR

Posted: May 28, 2015

Reports to: Director of Academy Operations

ABOUT THIS POSITION:

The Academy Registrar is the essential, internal driver of business within Cincinnati Ballet's Otto M. Academy. With a key focus on patron support, the Registrar is responsible for the development and execution of the Academy's customer service strategy in relationship to all Academy programs and the central processor for all retail activity. As a core member of the Academy administrative team, the Registrar also supports all major Academy events, productions and programs.

The Otto M. Budig Academy offers comprehensive dance education for approximately 900 families and individuals annually through three school year programs: the Main Division, Children's Division and Adult Division as well as through eight unique summer programs. The guiding principles of the Otto M. Budig Academy are to teach, challenge and inspire students to achieve their highest goals in a nurturing and positive environment. The unique connection to Cincinnati Ballet provides unparalleled performance opportunities for selected students as well as invaluable networking and employment resources for advanced students.

JOB DUTIES AND RESPONSIBILITIES:

- Acts as first point of contact for Academy students and families by answering questions about programs, guiding patrons through the registration process and responding to account inquiries via exceptional customer service
- Processes registration and payments for all Academy programs including school-year classes, summer programs, master classes and auditions
- Creates and updates all class attendance sheets and rosters
- Processes all withdrawal forms and schedule change requests and makes appropriate changes to accounts
- Assists in implementing all Academy policies and procedures while aiding in the development of appropriate financial framework and policy
- Manages all customer payment plans
- Administers collection process for all past due accounts with support of Director of Academy Operations
- Tracks enrollment numbers and provides sales reports on a weekly basis for all programs and makes recommendations on closing class or program registration based on capacity restrictions
- Maintains yearly enrollment records
- Records and tracks all scholarship, financial aid and work study information
- Collects and tracks all relevant constituent data required by ArtsWave and other impact grant-making institutions
- Advises and assists in the implementation of database and software programs
- Provides marketing support to the Director of Academy Operations as needed by staffing key events and supporting promotional opportunities
- Processes payments for Academy merchandise and adjunct events
- Acts as Spring Production Assistant and Parent Volunteer Coordinator, working with Academy faculty, staff, families, volunteers and wardrobe department to ensure seamless execution of the Academy's three annual Spring Production performances

- Assists with the administration of and provides staff support to all summer programs and adjunct activities
- Provides collaborative leadership as well as administrative and creative support for Kids Dance Camp through the organization of daily crafts based on theme, coordination of volunteer support, supply purchasing and on-site customer service
- Other duties as assigned

REQUIRED COMPETENCIES AND QUALIFICATIONS:

- Bachelor's degree with 2 years of advancing experience in a customer support role
- Proven track record of providing superior customer service
- A commitment to the values and culture of Cincinnati Ballet's Otto M. Budig Academy
- Excellent oral and written communication skills
- Well-developed interpersonal skills and attitudes and an ability to communicate with a wide spectrum of individuals
- Exceptional attention to detail
- Self-motivated, independent worker with strong organizational and time management skills while adapting to a fast-paced and high volume environment
- Volunteer management and event coordination skills
- Strong competencies in all Microsoft Office programs and experience with sophisticated database systems
- Knowledge of Tessitura ticketing software a plus
- Preferred knowledge of dance and classical ballet curriculum
- Some evening and weekend hours are required
- Candidate will be subject to criminal background, motor vehicle and credit checks

ABOUT THE COMPANY:

Since 1963, Cincinnati Ballet has been the cornerstone professional ballet company of the region, presenting a bold and adventurous array of classical, full-length ballets and contemporary works, regularly with live orchestral accompaniment. Under the artistic direction of Victoria Morgan, Cincinnati Ballet has become a creative force within the larger dance community, commissioning world premiere works and exploring unique collaborations with artists as diverse as Grammy winning guitarist Peter Frampton and popular, Ohio-based band Over the Rhine. With a mission to inspire hope and joy in our community and beyond through the power and passion of dance, Cincinnati Ballet reaches beyond the stage in programs that allow every person in the region to be part of the continued evolution of dance. To that end, Cincinnati Ballet presents exhilarating performances, extensive education outreach programs and offers top level professional ballet training at Cincinnati Ballet Otto M. Budig Academy.

TO APPLY:

Send resume and cover letter to hr@cballet.org.