



## REGISTRAR

**Title:** Registrar  
**Department:** Engagement  
**Reports to:** Campus Manager

Position Type: Part-Time

The Cape Symphony offers a thriving program of private and group classes and music ensembles for youth and adults. We believe that, through music, art and dance, we can help people enrich their lives and, in turn, enrich the lives of others. It's all part of our mission to inspire joy!

Duties:

The Registrar will be the first point of contact for all incoming and currently enrolled students, faculty and staff. S/he will present a warm, welcoming reception and environment for students, parents, faculty and visitors in keeping with the philosophy of the Cape Symphony. S/he will be a key liaison to the faculty, and will provide them with regular updates and important information, as necessary.

General Position Responsibilities:

- Provide a warm, welcoming reception and environment for students, parents, faculty and visitors appropriate for the Cape Symphony. Create and maintain a professional appearance (e.g., desk and lobby areas). Make recommendations to the Campus Manager for any needed improvements (interior and exterior) to create the desired atmosphere.
- Accept registration information -- on the phone, via email, via mail, in person – in a highly courteous, professional and timely manner; enter the data quickly and accurately into the registration system, keeping customer information confidential. Provide a professional receipt and any other related information required.
- Clearly communicate Symphony registration policies to parents and students.
- Assist the Campus Manager with creation of a room calendar for the campus – facilitate studio, classroom and event scheduling.
- Manage communications – phone messages, emails, etc. – for faculty staff, parents, etc.,
- Collect payment and process the funds or credit card information quickly and securely, following best practices and established procedures.
- Facilitate the assignment of students to teachers following supplied guidelines from the Campus Manager.
- Support all reasonable needs of the students, parents/families, faculty and visitors in a friendly, supportive and professional manner. Provide requested information to parents

or students regarding class content, class schedules, pricing. Bring any issues/irregular requests to the Campus Manager immediately.

- Be fully conversant of the annual Symphony schedule. Also, be aware of the schedules of faculty members at the Barnstable and Falmouth campuses. Seek to optimize relationships among the two campuses.
- Seek and execute opportunities to promote faculty, events, and the Symphony and Symphony overall.
- Email or print and mail monthly invoices.
- Facilitate class room set up and breakdown as required.
- Ability to work at either the Falmouth or Barnstable campus, weekdays generally in Falmouth, Saturdays at Barnstable.

#### Qualifications:

- 1 to 3 years administrative/office experience
- Proficiency with social media applications (forums, blogs, etc.)
- Proven superb verbal, interview and written communication skills
- Ability to think, plan and execute resourcefully, with minimal supervision
- Outstanding planning and communications skills, result focused
- Strong writing and editing skills
- Strong computer skills: Microsoft Suite: Word, Outlook, Excel a must

#### Core Competency Requirements:

- Solid integrity and devotion to team efforts
- Dependability and the commitment to maintain confidentiality
- Ability to multi task and exceptional organizational skills
- Pro-active approach, flexibility, and positive attitude extremely important
- Ability to learn new procedures on the job without formal training
- Excellent interpersonal skills and attention to detail required
- Demonstrated ability to meet deadlines and quality expectations, willingness to push limits of existing abilities of the department to meet changing needs
- Ability to work calmly within a high-pressure and fast-paced environment

#### Hours & Compensation:

- Hours: 20 hours/week, generally late afternoon to early evening weekdays. Saturday mornings required.
- Compensation: \$15-20/hour, commensurate with qualifications and experience.

#### Locations:

Barnstable Campus  
2235 Iyannough Road, Route 132  
West Barnstable, MA 02668

Falmouth Campus  
60 Highfield Drive  
Falmouth, MA 02540  
508.540.0611

To Apply:

Please send a cover letter and resume in PDF format to [recruitment@capeSymphony.org](mailto:recruitment@capeSymphony.org) with “Registrar” in the subject line. The Cape Symphony is an equal opportunity employer. No phone calls please.

About the Cape Symphony:

At the Cape Symphony, our mission is to “Inspire Joy.” We do this through outstanding entertainment and educational programs. The Cape Symphony is Cape Cod’s very own professional orchestra and performs a ten-concert season from September to June at the 1,400-seat Barnstable Performing Arts Center in Hyannis, plus special events and summer programs. From popular hits to magnificent classics, highlighting hidden gems and putting a new twist on standards, the emphasis is always on fun, surprises, and beautiful music. The Cape Symphony commitment to education for all ages includes private lessons, classes and ensembles at campuses in Barnstable and Falmouth as well as online. Its acclaimed preschool program is known for blending traditional academics with the arts. Through community outreach, the Cape Symphony brings an array of engaging programs to the Cape Cod community.

*The Cape Symphony values diversity and inclusiveness in the workplace. Individuals who bring diverse backgrounds and perspectives are encouraged to apply. It is our policy to provide equal employment opportunity (EOE) to all persons regardless of age, color, national origin, citizenship status, physical or mental disability, race, religion, creed, gender, sex, sexual orientation, gender identity and/or expression, genetic information, marital status, status with regard to public assistance, veteran status, or any other characteristic protected by federal, state or local law. In addition, the Cape Symphony will provide reasonable accommodations for qualified individuals with disabilities.*