

Student Services Associate (up to 4 positions available)

Part Time, non - exempt | \$20 - \$22/hour | 10-20 hours per week (afternoons, evenings, Saturdays) | In-person
Schedule to be consistent week to week with flexibility as needed

OVERVIEW

Over the course of 30 years, PCM has become a cornerstone of the Southern Maine musical community. Providing exceptional music education and experiences that help everyone discover their musical potential, PCM strives to pair conservatory-caliber teaching with accessibility, serving learners from early childhood through older adulthood. At PCM, we believe everyone is a musician, excellence and accessibility must coexist, community is key, and that our work shapes lives for the better.

We are looking to hire up to 4 unique individuals who will help move PCM forward by working with families and faculty to help them feel successful in their musical endeavors and connected to the PCM community. In addition to working with faculty and students, each Student Services Associate will have one of four targeted administrative responsibilities, outlined below.

RESPONSIBILITIES

As **Student Services Associate**, you will:

- Be a welcoming presence and problem-solver for all members of the PCM community: students, families, and faculty
- Manage student/family accounts
- Take phone calls and address questions and/or record memos for follow-up
- Utilize registration software to answer enrollment related questions
- Enroll students in group classes and private lessons as needed
- Open and/or close the building as applicable in accordance with opening and closing procedures
- Process low-level room rentals (e.g. studio rental for practicing)
- Provide occasional event support (set up/tear down, etc.)
- Other duties as assigned

In addition to the above responsibilities, you will also be assigned to one of these four areas:

Concert/Event Promotion

- Gathering, creating, and submitting event content and information to PortTIX and community calendars
- Post-event reporting
- Concert program creation

Marketing and Communications - Internal

- Create content for and maintain Digital billboard and other internal signage/displays
- Create monthly student/family newsletter
- Maintain and execute regular schedule reminders (e.g. building closure, end of term, etc.)

Marketing and Communications – External

- Create content for and manage Social Media accounts
- Create monthly Newsletter
- Write and submit Press Releases

Development

- Donation Processing
- Grant Reporting

PCM is committed to providing equal access and equal employment opportunities in all terms, conditions, processes, and benefits of employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, or veteran status. PCM's employment decisions are made without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, genetic information, or veteran status. We are committed to creating a diverse, equitable, and inclusive workplace. We encourage people of diverse identities to apply.

To apply, email cover letter and resume to Michael Lund Ziegler, Executive Director at michael@pcm.org. Applications will be reviewed as received and roles will remain open until filled.