



**Merit School of Music
Chicago, Illinois**

**Full-Time Position Announcement:
Student Services Associate**

Description

Merit School of Music is seeking a Student Services Associate to begin no later than **February 12th, 2018**. This position will provide support to teachers, parents and students. The Student Services Associate assists with the enrollment process, facilitates communication, maintains enrollment documents, and helps with other tasks as necessary.

Organization Overview

Since its founding in 1979, Merit School of Music has successfully motivated and inspired over 50,000 young people with high-quality music instruction. The School's broad-ranging comprehensive curriculum, extensive level of financial aid, sense of community and the standard of excellence set forth by the faculty and students are major components of its success.

Merit offers a multi-leveled, structured curriculum in a college preparatory environment. Programs take place at the Joy Faith Knapp Music Center in Chicago's West Loop and at nearly 30 locations in neighborhoods across the City. Instruction is offered to approximately 5,000 students of all ages, from infants to adults, and from beginners to the Juilliard-bound by over 150 accomplished faculty members.

Merit has an annual operating budget of \$6 million, of which nearly half is supported by contributed revenue.

Mission

Merit School of Music transforms the lives of Chicago-area youth through removing barriers to high-quality music education.

Reporting Relationship

The **Student Services Associate** reports to Merit's **Associate Director, Student Services**.

Job Responsibilities

Responsibilities of the **Student Services Associate** include, but are not limited to:

- Serve as the primary point of contact for student enrollment and customer service
- Provide support to parents, students, staff, and faculty regarding course offerings, programming, billing, and financial aid awards
- Calculate and adjust student accounts with regards to changes in class schedules and applications of awarded financial aid and/or scholarships
- Consult with families to formulate payment plans when needed

- Collect and maintain accurate student records through ActiveNet for onsite students as well as offsite students in our Merit Music in Communities program
- Provide assistance in creating class offerings and course codes
- Support collections process by contacting families with pending balances
- Help facilitate various administrative projects with Program Staff
- Participate in Merit events as needed

Personal Skills/Attributes/Qualifications

The ideal candidate would possess the following qualifications:

- Experience working with children and parents
- Prior administrative and customer service experience
- Data entry and data base maintenance experience
- Ability to maintain confidentiality of sensitive information
- Well organized and detail oriented
- Background in music required
- Bi-lingual in Spanish strongly preferred

Educational Requirements

Bachelor's Degree in Music Performance, Music Education, or Music Administration or 3-5 years' experience required.

Schedule

37.5 hours per week; weekday evenings and Saturday morning/afternoon availability required

Compensation

Compensation for this position is based upon qualifications and experience starting at \$17.00/hour. Benefits include: Health, Dental, Vision, Long-term disability, Flexible Spending Accounts, Retirement plan (after 1 year of employment) and Paid time off.

Interested candidates should send résumé to:

hr@meritmusic.org

No phone calls or faxes please.

For more information about Merit School of Music, please visit www.meritmusic.org.

Merit School of Music does not discriminate on the basis of race, creed, color, religious belief, gender, sexual orientation, age, national origin, ancestry, veteran status, physical or mental disability or any other protected status in admission or access to, or employment in its programs and activities.