



Merit School of Music | Chicago, Illinois

Full-time Position Announcement:

Receptionist

Position

Merit School of Music seeks a full-time receptionist to provide a friendly, welcoming, and patient presence in Merit's lobby. The right candidate will independently connect Merit families with the people and information they need.

Organization Overview

Merit School of Music is a community music school located in Chicago's West Loop. Our primary goals are to help young people transform their lives and experience personal growth through music by providing access to sustained participation. For more than 40 years, we have been home to a diverse community of talented young musicians and have acted as a springboard for achieving full musical and personal potential. Our 125 passionate and experienced teaching artists provide access to high-quality music education, engaging over 3,000 students annually at our downtown location and in area schools and community centers.

Our students, who reflect the socioeconomic and ethnic diversity of Chicago, have the rare opportunity to learn together, dream together, teach each other, and broaden their horizons as they build inspiring lives through music. Merit develops musicians and provides young people with the tools they need to excel in life, with virtually 100 percent of our graduates going on to conservatory or college.

Merit School of Music is committed to building a world in which historically underrepresented groups can attain access to quality music education. Simultaneously, Merit is continually working towards becoming an organization that is truly reflective of the demographics of the city and the students we serve. Merit is dedicated to being an inclusive, diverse, equitable, and anti-racist organization and continually examining our efforts in this area.

Reporting Relationship

The **Receptionist** reports to the **Director of Student Services**.

Job Responsibilities

Duties of the Receptionist include, but are not limited to:

- Greeting in-person guests
- Answering phone calls and redirecting to the appropriate team member
- Accurately answering or escalating general questions related to programming, scheduling, staff roles, and policies
- Taking payments, processing enrollments, and receiving financial aid applications
- Administrative support as assigned

Keys to Success

The ideal candidate will possess the following knowledge, skills, and abilities:

- A friendly, outgoing, proactive, and helpful personality
- Outstanding people skills including an instinct for patience, empathy, and understanding
- Proficiency with office technology (phones, email, calendars, Microsoft Office)
- Desire to learn and retain comprehensive knowledge of Merit's program offerings, space specifications, staff roles, policies, and procedures
- Commitment to inclusion, diversity, equity, and anti-racism (IDEA)
- Saturday and evening availability
- Bilingual in English/Spanish or English/Mandarin

Nice to have, but not essential

- Experience with security
- Experience with CPR or other first response training
- Background in customer service or hospitality
- Experience with or desire to learn student registration databases

Skills we won't screen for

- Musical background, education, or training
- Not-for-profit experience

Required Experience

Please bring at least one year of customer-facing or administrative support experience. No college degree required.

Schedule

37.5 hours per week; weekday evenings and Saturday morning/afternoon availability required. This is an in-person role.

COVID-19 Precautions

Merit School of Music requires all employees provide proof of vaccination against COVID-19. Please plan accordingly. As mandated by the Governor of Illinois, face masks are required to enter the school. Merit invested heavily in its HVAC system to improve ventilation throughout the building. Work that can be done remotely will continue to occur virtually to limit traffic within the building and prioritize the safety of in-person instruction.

Compensation and How to Apply

Compensation for this position is \$40,000 annually with generous PTO and employer sponsored Medical and Dental Insurance coverage. 401k eligibility with a 3% employer contribution begins after one year of service.

To apply, please upload your resume detailing your relevant experience and qualifications for this role [using this link](#). Applications will be accepted through October 24, 2021. Materials should be compatible with Microsoft Word or Adobe Acrobat PDF. Further guidance and updates about the hiring process will arrive via e-mail, with interviews provided for finalists.

ALAANA/BIPOC people, trans and gender nonconforming people, and women are encouraged to apply.

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

Merit School of Music is committed to enhancing the diversity of our musical community, recognizing that by providing a diverse, equitable, and inclusive learning environment for our students, we are preparing them for personal and professional success in an increasingly multicultural and global society. The Merit community recognizes that it has a responsibility for creating and sustaining a learning and working environment where difference is valued, and where equity and inclusion are practiced.