



## Operations Coordinator

Teton Music School seeks an Operations Coordinator to join our young and growing community of passionate musicians and music lovers this summer. Help us cultivate a positive client experience, register students and keep our school running smoothly. If you have strong administrative and communication skills, enjoy working in a dynamic environment and are passionate about music and education, we want to hear from you!

The Operations Coordinator position is a part-time customer service and administrative role with regular, yet flexible, daytime hours. You will work closely with the Executive Director to manage the enrollment process for 250+ participants, collaborate with faculty and staff on programming and scheduling, and be the first point of contact for many of our students and families.

**Reports to:** Executive Director

**Works closely with:** Program Faculty, Bookkeeper

### What you will do:

- Provide excellent customer service to the public, families and students via phone, text, email and in person.
- Enroll students in music instruction and classes, including tuition billing and collection, setting up payment plans and processing scholarship adjustments
- Manage office operations and TMS scholarship application process
- Maintain accurate program listings in registration software, on TMS website and with scholarship partners
- Set up annual enrollment forms and processes using registration software
- Allocate teaching studios according to instrument, space and renter needs
- Collaborate with scholarship partners to distribute and process financial aid
- Coordinate with faculty and students/families regarding absences and makeup schedules

- Set up email campaigns to send to targeted public, student and faculty lists and platforms according to the TMS communication and content calendar
- Prepare registration reports to generate email lists, track attendance, populate enrollment dashboard, and provide other enrollment data as needed
- Provide support to summer camps as needed during the summer session
- Other administrative and operational tasks as needed

#### What you're good at:

- Front-facing customer service and office management, like handling a high volume of customers, upholding company policies and procedures, maintaining accurate data and records, and/or utilizing technology to make our work easier and more efficient
- Prioritizing tasks and being highly organized and detail oriented
- Written and oral communication
- Creating a positive work culture and inclusive environment
- Working independently as well as collaboratively
- Using these technology tools, or ones like them:
  - Pike13 Registration Software
  - Google Drive/Docs/Sheets
  - Zoom
  - CRM software
  - MailChimp

#### Other Considerations:

- Bilingual in Spanish is helpful

**Status & Schedule:** This is a year-round, part-time (10-20 hours/week) hourly position with a regular yet flexible Monday-Friday schedule (hybrid possible). TMS follows the Teton County School District calendar during the school year and closes to the public for Thanksgiving, Winter and Spring Breaks. While a flexible summer schedule is possible, our busiest administrative time of year is during fall enrollment: August 1 – first week of September.

**Compensation:** starting at \$28/hour DOE.

**Benefits:** discounts on music instruction at TMS, use of TMS rehearsal space and paid professional development opportunities.

## Apply!

Please submit a cover letter and tell us about your skills, experiences, and what you love. Include your current résumé, and the names and contact information for three references from within the past five years (indicate your relationship with each).

Submit to: Amanda Flosbach, Executive Director  
[amanda@tetonmusicschool.org](mailto:amanda@tetonmusicschool.org)

Applications will be reviewed beginning June 15th as they are received, and this position will remain open for applications until filled. Please, no phone calls or walk-ins.

Nonprofit organization and Equal Opportunity Employer.

## About Teton Music School

Teton Music School (TMS) is a community music school serving youth and adults in Teton County, Wyoming. We offer individual music instruction in cello, drums, guitar, flute, piano, saxophone, ukulele, voice, viola, violin and bass. We also offer after-school group classes for children and teens, including choir, rock bands, music production, strings, jazz improvisation and more. We offer three sessions during the academic school year - Fall, Winter and Spring. Each session runs for 11 weeks, beginning in early September and ending in May. We offer a Summer Session of camps and lessons. Our reach goes beyond after-school and even our space. Uke55 is a creative aging program reaching adults ages 55 and older with beginning instruction in ukulele. We provide Music Therapy to Community Entry Services, Teton Youth & Family Services and Teton County School District.

Founded in 2019 and staffed by a group of local, professional musicians and fans, TMS is a non-profit organization whose mission is to enrich lives by providing accessible music education and exceptional music experiences. We created an inspiring space for teachers and students to learn, collaborate, and perform at the [Center for the Arts](#), where we have multiple practice rooms, two ensemble spaces, and an amazing faculty of professional teachers. Scholarships are available for qualified students.