

FULL-TIME RECREATIONAL DIVISION REGISTRAR

Department: School Administration

Status: Full-Time

Hours: 40 Hours/Week

The Royal Winnipeg Ballet is committed to an inclusive and diverse environment that values, respects and supports all individuals. We aim to have a workforce representative of the diversity within our community, and welcome and encourage applicants from various backgrounds including women, Indigenous people, racialized people, disabled people, people of all sexual and gender identities and others who may contribute to further diversification endeavors.

SUMMARY STATEMENT

The Recreational Division Registrar is responsible for student registration, student accounts, student records, and administrative coordination of all Recreational Division programming. As a member of the School Office team, this position provides exceptional customer service for RWB clients, and administrative support for School Artistic Faculty.

DUTIES AND RESPONSIBILITIES

- Provide excellent customer service and establish positive, professional relationships with students, parents, and stakeholders.
- Ensure consistent and accurate flow of information as the primary liaison between the School Office, students, and parents.
- Provide information and timely support to current and prospective students and parents.
- Assist with the planning and implementation of annual registration activities; coordinate student intake and participate in post-mortems for future improvements.
- Create, maintain, and secure accurate and organized student records and filing systems, ensuring adherence with privacy legislation.
- Compile lists for School Artistic Faculty.
- Create and distribute invoices for student participation in events and activities, following up as needed.
- Process transactions in the database including payments, class changes and withdrawals; ensuring accurate and up-to-date information.
- Track payment plans and follow-up with non-payment and NSF concerns.
- Organize and distribute written materials such as registration forms, handbooks, and email communications.
- Work with various stakeholders to create program and event timelines and work back schedules.
- Run database reports, analyze data, and share results with key stakeholders.
- Conduct database information audits and lead staff activities to correct information and accurately reconcile data.
- Forward concerns raised by students and parents to appropriate stakeholders as required.
- Ensure all communications, strategies, and actions support, protect, and nurture the RWB brand.
- Assist with the execution of major School events such as auditions, recitals, registration, open houses, and orientations.
- Provide front of house and backstage support at performances and events as required.
- Other duties as assigned.

WORKING CONDITIONS

The Recreational Division Registrar works with standard office equipment and sits for long periods of time performing keyboarding activities. Success of this position requires ongoing communication with internal and external stakeholders, flexibility with shifting priorities, and timely decision making. This position primarily works afternoons, evenings, and weekends. Typical weekday shifts are 11:00am – 7:00pm or 12:00pm – 8:00pm.

EDUCATION AND QUALIFICATIONS

- Post-secondary education in Business or Arts Administration; an equivalent combination of education and related experience may be considered.
- Minimum three (3) years' experience working in a multifaceted, administrative office environment.
- Sound knowledge of Excel, Word, Outlook, Teams, SharePoint, and Adobe.
- Demonstrated experience processing payment transactions.
- Working knowledge of Tessitura or a similar database system an asset.
- Ability to speak and write in other languages an asset.
- First Aid and CPR certification an asset.
- Experience and/or interest in the arts and cultural sector an asset.
- Clear Criminal Background Check and Child Abuse Registry Check.

SKILLS AND SPECIFICATIONS

- Outstanding interpersonal skills with the ability to work with various stakeholders.
- Effective written and verbal communication skills.
- Deadline driven with a strong attention to detail.
- Goal oriented with an aptitude for problem-solving.
- Ability to maintain confidentiality and demonstrate a high level of professional conduct and discretion.
- Self-motivated with the ability to take initiative and work independently.
- Effective and positive team member, productively engaging with others at varying levels of seniority.
- Solid time management, multi-tasking, and decision-making skills.

APPLICATION INSTRUCTIONS

If you would like to join us, tell us about yourself! Submit a cover letter, highlighting your personality and fit for the role, and resume directly to People Services at peopleservices@rwb.org. We thank all applicants for their interest; however, only those selected for an interview will be contacted.

The Royal Winnipeg Ballet is committed to providing accessible employment while ensuring our recruitment process is barrier free. Accommodations are available upon request for candidates participating in all aspects of the assessment and selection process. Requests for accommodation can be sent to peopleservices@rwb.org.

Closing Date: Open until filled.

As part of the Royal Winnipeg Ballet hiring process, successful candidates will be required to submit a satisfactory Criminal Background Check and Child Abuse Registry Check.