

DURHAM ARTS COUNCIL
Durham, North Carolina

Position Title: DAC School Registrar

Division or Department: DAC School

Position Classification: Full-Time; Non-exempt. Full-time benefits.

Hiring Range: \$40,000 – 44,000

Position Reports to: DAC School Director

Date of Position Description: updated November 2024

Summary of Position:

The DAC School serves children and adults of all ages and abilities with a wide array of visual, performing and literary classes, camps and workshops. Over 6,000 students participate in more than 400 programs each year. School programs are taught by a talented and diverse faculty of 70+ contract teaching artists. The DAC School is a major program of the Durham Arts Council, Inc. located at 120 Morris Street in downtown Durham, NC.

Reporting to the DAC School Director, the DAC School Registrar is responsible for managing daily School administrative operations, including but not limited to student registration, policy/procedure implementation, rosters and reports, file management, studio setup and organization, internal and external communications, and contractor payment. The DAC School Registrar will be a highly organized individual experienced in providing excellent customer service, working with web-based activity registration systems (CivicRec preferred), handling complex information with professionalism and care, being attentive to multiple needs simultaneously, and prioritizing tasks effectively and efficiently.

Essential Position Responsibilities:

- Manages routine administration of the online registration system, Civic Rec. Responsibilities with this system include:
 - student and instructor account setup
 - editing activities in the online registration catalog
 - importing walk-in, mail, and phone registrations to the online system
 - processing payments and collecting balances owed
 - processing withdrawals in alignment with our policies and issuing credits/refunds as appropriate
 - checking activity enrollments and managing waitlists
 - generating reports, including class rosters, survey reports, daily deposit and refund reports, and instructor payment reports
 - troubleshooting system issues with other School staff and CivicRec tech support

- Serves as the primary customer service representative for the DAC School, providing support for general inquiries, registered students, contract instructors, contract models, moderators / studio assistants, and volunteers. Facilitates effective and professional communication between parties as appropriate, including communicating information between students and instructors as necessary, relaying feedback from one party to another, and handling issues with professionalism and care
- Implements and enforces DAC School policies and procedures
- Handles internal and external communications regarding daily School operations, contacting instructors / students / staff regarding such updates as: schedule changes and cancellations, substitute instructors, makeup classes, supply/equipment setup and room changes, artwork pickup, building rerouting and area events which may affect parking/building access, etc.
- Works with facilities staff to accomplish studio / classroom setup, clean up, and organization, ensuring rooms are prepared for each activity scheduled per day. Communicates with instructors regarding setup and equipment needs, as well as studio rules and procedures; prints class materials and prepares projector and other equipment as requested by instructors. Ensures studios and equipment are properly cleaned, organized, and maintained
- Generates and submits accurate and timely reports to Finance Department, including daily deposit and refund reports, income transmittals for cash/check transactions, check requests, and credit card purchase order forms.
- Manages instructor and model payment, ensuring contractors are paid accurately and on the appropriate timeline
- Maintains approved model list and recruits/schedules models for classes as needed
- Manages and processes various recurring charges for department systems and contracts.
- Processes application submissions and paperwork for figure models and maintains the updated model list shared with instructors and moderators. Schedules studio moderators and models when needed
- Manages Clay Studio Coordinator hours tracking
- Maintains organized system of digital and hardcopy files aligning with DAC's document retention policy, and ensures all necessary paperwork for School operations is submitted to DAC by appropriate parties
- Assists the School Director with seasonal DAC Catalog edits and routine website information updates to ensure information is presented accurately and up to date
- Represents the DAC School at events, including annually assisting with setup and management of the CenterFest Kids Zone and Holiday Art Walk Kids Zone. Other events may include offsite resource / marketing fairs and festivals and Third Friday events
- Provides support to DAC Camp programs as needed, which may include checking in late arrivals / checking out early pickups, handling illness or behavior incidents, and other duties as necessary
- Collects and compiles class survey data as completed in CivicRec and sends relevant summaries to instructors
- Conducts observations of DAC classes and provides occasional review of instructor/moderator performance
- Assists in the supervision of faculty, moderators, models, volunteers, interns, and other positions as necessary

Additional Duties

- Other DAC duties as requested by DAC School Director or Executive Director
- Participates in staff meetings, planning initiatives and organization-wide activities as needed
- Assists DAC with other tasks and programs as needed and for major events such as CenterFest and Art Walk
- Follows all DAC Policies and Procedures

Qualifications:

- High School Diploma required, Associate's or Bachelor's Degree preferred
- 5+ years of experience in a similar administrative and public-facing role
- Background and reference check required as part of hiring process
- High integrity, character and professional reputation are essential
- Strong technical proficiency and ability to quickly learn programs and software; previous experience with school or recreational/event registration software required (CivicRec preferred)
- Previous experience working in a community arts nonprofit, school, or recreational facility regularly interacting with people of all ages, including children, preferred
- Ability to proactively manage multiple critical deadlines quickly and confidently, prioritize tasks efficiently, and independently follow through on completion of responsibilities
- Excellent verbal and written communication skills with correct grammar. Experience handling complex issues and information with empathy and strict confidentiality
- Ability to effectively and professionally represent Durham Arts Council internally and externally in person and in writing, and to employ diplomacy and sound judgment in establishing and building relationships with current and prospective clients, parents, faculty, volunteers, other DAC staff, and the community
- Team-player attitude and strong customer-service orientation
- Demonstrated ability to be detail-oriented, organized, and resourceful
- Up-to-date knowledge of computer applications necessary to perform the job, including but not limited to CivicRec, JotForm, WordPress, Microsoft Office, and Google Suite
- Valid driver's license required

Typical Physical Demands: Ability to transport classroom supplies up to 50lbs, classroom equipment, audio-visual equipment, displays. Must be able to remain in a stationary position as the duties of the position demand and must be able to move about the building to access spaces, materials, and equipment. Consistently operates a computer and other office productivity machinery, such as a copy and fax machine. Must be able to communicate information and ideas so others will understand. Must be able to exchange accurate information in all situations.

Typical Equipment, Machinery, Vehicles, Tools and Technology used in the performance of position duties: Computer, telephone, Microsoft Office software, school registration database (CivicRec), copier, fax machine, postage meter, calculator, audio/visual equipment and various types of presentation and display equipment.

Work Schedule and Environment: Professional office environment on-site. Travel to off-site locations for events as necessary. Normal work week is Monday through Friday 10:00 am – 6:00 pm, with a 30-minute lunch break. Work schedule will also include occasional planning meetings, and possible special meetings and other DAC functions. Work schedule will also include occasional early morning, evening and weekend functions including, but not limited to, class/camp procedures, special events, meetings, and fundraising events.

Salary and Benefits: This is a full-time, on-site, non-exempt salaried position. Salary hiring range is \$40,000 – 44,000 depending on experience and qualifications. DAC offers a benefits package for full-time employees that includes paid holidays, paid vacation, sick time and personal time; Section 125 plan, plus health (currently 100% employer paid), long and short-term disability, dental, and life insurances and a retirement Simple IRA plan with up to 3% employer match. Professional development for staff include workshops, conferences, webinars, and classes based on budget resources and performance.

DAC is an Equal Opportunity Employer. DAC is committed to Diversity, Equity, Access, and inclusion. Diverse candidates encouraged to apply.

The provisions of this job description are based upon and are to be compatible with existing legislation, by-laws, goals and objectives, and personnel policies governing Durham Arts Council, Inc. Durham Arts Council serves a diverse community, and highly values a diverse staff and board. DAC is committed to workplace equity through ongoing learning, discussion, investment in training, and continual recommitment to our core values. Our organization considers applicants equally of race, color, creed, religion, sex, national origin, disability, marital status, age, gender, gender identity, hairstyle, disability, or sexual orientation.

APPLICATION

To apply: Email resume and cover letter to amiller@durhamarts.org with **DAC School Registrar** in subject line. No phone calls please.

Hiring Timeline:

- Applications are requested by December 1, 2024 and will be reviewed on a rolling basis. Applications will be accepted and the position will remain open until filled.
- Applicants whose skills and qualifications most closely match the needs of this role will be invited to interview.
- Job offers are contingent upon successful completion of reference and background check. Verification of Covid-19 vaccine series required or approved exemption.

Should you require any accommodations during the application process, please indicate this on your application and we will work with you to meet your accessibility needs.

About the Durham Arts Council

The Durham Arts Council is a 501(c)(3) nonprofit and local arts agency dedicated to supporting the arts in Durham and the entire Triangle Region in North Carolina and has served the community since 1954. Each year DAC serves over 400,000 visitors and program participants, over 2,000 artists, and more than 300 arts and cultural organizations through classes, artist residencies, exhibits, festivals, grants programs, technical support, creative economy initiatives, arts advocacy, and information services.

Durham Arts Council, Inc. is a catalyst in the cultural development of Durham - it leads, inspires, and promotes excellence in and access to the creation, experience, and active support of the arts for all the people of our community.

More information on the Durham Arts Council is available at www.durhamarts.org

More information about Durham, North Carolina is available at <http://www.durham-nc.com/>

Durham Arts Council * 120 Morris St.* Durham, NC 27701