

# SAN DIEGO YOUTH SYMPHONY

Part of the **KeyNote** Music Education Family

<b>Job Title:</b>	<b>SDYS Administrative Coordinator</b>
Reports to:	SDYS Program Manager and SDYS Production and Operations Manager
Status:	Full-Time (non-exempt)
Supervises:	N/A
Schedule:	40 hours/week, Monday through Friday, Thursday evening rehearsals, occasional other days/evenings required, some flexibility for hybrid work from home arrangements
Compensation:	\$23-\$26hr., dependent on experience, benefits eligible (see below)
<b>How to apply:</b>	Email your resume and cover letter to <a href="mailto:hr@sdys.org">hr@sdys.org</a>

## About this Position

The SDYS Administrative Coordinator jointly reports to the SDYS Program Manager and the SDYS Production and Operations Manager works closely with both the Youth Orchestra team and the Production and Operations team to achieve their shared goals as well as goals that extend to KeyNote's broader organizational goals. This role is responsible for registration and enrollment coordination across all KeyNote programs as well as tuition assistance and interfaces with program managers in each area. The Youth Orchestra program currently enrolls 500-550 students in as many as twelve ensembles. This role will also coordinate the new KeyNote Jazz program, providing direct assistance to the program conductors. To meet multiple demands, the SDYS Advanced Ensembles Coordinator is proactive with prioritization, time management and resource planning. Their work demonstrates an on-going commitment to and focus on KeyNote's core values of commitment, creativity, equity, collaboration, and service.

## Responsibilities

The SDYS Administrative Coordinator reports to the SDYS Program Manager and collaborates with him/her and the other SDYS Coordinators and other staff to fulfill the following responsibilities:

### Program Registration and Enrollment

- Support the SDYS Program Manager and the SDYS Production and Operations Manager in the design and implementation of all registration, audition, and enrollment processes and systems.
- Facilitate registration and enrollment administration including but not limited to: enrollment and registration system improvements, revisions, and enhancements; Enrollment coordination; Executing registration and enrollment policies consistently and identifying policies needing improvement.
- Provide necessary educational materials for SDYS families concerning registration and enrollment processes in collaboration with SDYS Program Manager and Artistic Director.
- Oversee the student management system by liaising with software providers on all features; Liaising with all users to identify organizational needs; Recommending changes to the Production and Operations Manager.
- Maintain data accuracy in the database and generate reports on student numbers, tuition, and other information as needed.
- Attend weekly team meetings or other meetings as assigned to share relevant information to the KeyNote team.
- Process all registrations starting in April in a timely manner and prepare the audition process with program staff for June and August audition cycles.
- Support the accurate placement of all auditions into the database and preparation of rosters for the new SDYS season.
- Provide needed rosters to Music Discovery and Opus programs following registration periods.

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### **Student Tuition Assistance**

- Meet with the Tuition Assistance Committee regularly to identify needs, determine annual budgeting, and prepare for review meetings.
- Prepare assistance and scholarship application materials for use in all programs each season. Review criteria for support with program managers annually for implementation.
- Collate all tuition assistance and merit scholarship applications and route to appropriate committees for review.
- Coordinate and process all awards in the student management system. Check all awards for accuracy and prepare all communications to families.
- Track all assistance and scholarship awards and prepare reports as requested.
- Respond to family requests regarding awards and requests for reconsideration. Coordinate with the Tuition Assistance Committee as needed to meet deadlines.

### **Lessons Program**

- Assist Beginning and Advanced Ensemble Coordinators and Opus Site Coordinators in identifying students eligible for the Lessons Program.
- Coordinate the effort to contact families and offer students options.
- Work with the SDYS Program Manager and the Opus Program Manager and other team members to develop the options for providing Lessons to eligible students.
- Assign eligible students to Coordinators who will track their participation throughout the season.
- Track participation and progress with Coordinators and Teaching Artists to determine program efficacy. Work with Program Managers to ensure the program is meeting stated goals.
- Support efforts to implement recitals at the end of the season.

### **Box Office**

- Assist the Production and Operations Manager in identifying processes and systems for purchasing tickets to any ticketed SDYS event. Coordinate with the appropriate Program Manager to ensure all event specs are correct and considered as part of ticketing considerations.
- Liaise with Development to ensure dates, methods for purchasing, and coordination with event spaces is completed and understood by all parties.
- Define and implement all means by which families and stakeholders can purchase tickets. Define any policies regarding ticket purchases that should be in place prior to tickets going on sale (multiple purchases, refunds, etc.)
- Work with Program Managers and Marketing to set a schedule and channels by which tickets will become available for purchase.
- Provide requested reports to Development and the Business Office as needed for financial reconciliation.
- Serve as on-site front of house box office representative on concert or event days.

### **Grants, Reporting and Audit**

- Work with Program Managers, Grants, Marketing and the Business Office to identify and define the type of reports that will be required from the student management system on an on-going basis.
- Create and provide these reports in a timely manner.
- Provide requested materials for the audit on an annual basis in a timely manner.

### **KeyNote Jazz**

- Serve as KeyNote Jazz program assistant, providing direct support to Program Conductors, Teaching Artists, students and families.
- Act as liaison between Jazz teaching artists and the SDYS music librarian and instrument librarian to meet student music and instrument needs
- Create a weekly Keynote Jazz newsletter with relevant program, rehearsal, concert, audition and community information for students and families. Send out weekly.
- Prepare and maintain ensemble rosters for rehearsals and concert programs
- Send email/text reminders about all events to families, and update the KeyNote website with program information

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- Create, assist, or edit recital/program videos for Jazz Ensembles. Upload videos to YouTube/Vimeo and track video uploads on spreadsheet as needed

### **Office Duties**

- Unlock/lock the office during the workweek as assigned.
- Greet and assist visitors to the Balboa Park office; Answer/respond to general phone calls and emails.
- Participate on committees or task forces as assigned.

Other duties as assigned by the SDYS Program Manager, Production & Operations Manager, the Artistic Director and/or the President & CEO.

### **Benefits**

General:	Health, Dental, & Vision Insurance (if consistently working 20+ hr/week) 401(k) Retirement (opt-in, unmatched) Employee Assistance Plan, telemedicine
Paid Time Off:	Accrued Sick Leave Jury Duty Leave (up to two weeks) Bereavement Leave (up to 5 days)
Organization:	Free tuition in KeyNote programs for employee household Free employee instrument loans (if available) Paid professional development opportunities (as available)
Memberships:	Discounts at participating Balboa Park and NTC Liberty Station vendors Free admission to participating museums in Balboa Park and the San Diego Zoo

### **Qualifications**

- Ability to work independently and collaboratively, and enhance a team passionate about music education.
- Strong attention to detail and organizational skills; Excellent communication skills.
- Ability to work well with staff and families; sensitivity to diverse and under-served populations.
- Strong sense of integrity and collaboration.
- Ability to work in a fast-paced environment and adapt to change.
- Comfortable using Microsoft Word and Excel plus Google applications, and ability to quickly learn other programs and applications; Typing speed of at least 50 wpm.
- High school diploma or GED required
- Knowledge of and experience with music required

### **Preferred Qualifications**

- Knowledge of classical and jazz music.
- College degree or equivalent professional experience
- Second language skills in Spanish, Mandarin Chinese, Korean, or Japanese.
- Database experience
- A mission-driven desire to serve young people in our community.

### **Additional Information**

This is a full-time position with regular hours Monday through Friday, plus some other days and occasional evenings and weekends as determined by our season calendar. To apply, send an email with a current resume and thoughtful cover letter to [hr@sdys.org](mailto:hr@sdys.org). This position requires sitting, walking, standing, hearing, speaking, using technology, being able to lift up to 25 lb., and driving to locations pertaining to organizational operations. Because we work with youth, all employees are recommended to be vaccinated. In compliance with federal law, all persons hired will be required to verify identity and eligibility to work in the United States and to complete the required employment eligibility verification document upon hire. KeyNote is committed to providing access and reasonable accommodation in its services, activities, programs, and employment opportunities in accordance with the

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Americans with Disabilities Act and other applicable laws. To request an accommodation based on a disability, please contact [hr@keynote-music.org](mailto:hr@keynote-music.org).

### About San Diego Youth Symphony and KeyNote

San Diego Youth Symphony (SDYS) and KeyNote's mission is to instill excellence in the musical and personal development of students through rigorous and inspiring musical training experiences. SDYS has a history of setting the bar for excellence in music education for nearly 80 years. We are dedicated to being a catalyst for community investment in young people with music education as a vehicle while creating joyful, collaborative, and immersive spaces in which young people can come together and experience the excitement of making music together. For more information, please visit [www.keynote-music.org](http://www.keynote-music.org).

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