

JOB TITLE:

Reports to:

Status:

Compensation:

EDUCATION ASSOCIATE

Education Director

Full Time/Non-exempt

\$33,000-\$36,000



The mission of Northwest Children's Theater and School is to educate, entertain and enrich the lives of young audiences.

The Education Associate is a critical member of the Education Department. This position is the first point of contact for NWCT families and is responsible for ensuring the registration process for classes, camps, and workshops is pleasant, professional, and personal. The Education Associate assists with planning and administrative support for Theater School classes, Second Stage programs, School Break Camps, Summer Camp, and Outreach programs. The ideal candidate is an individual with strong customer service skills, a belief in the power of open creative play and arts-based education, is self-directed and forward thinking, delights in solving complex problems, has a positive attitude, and the ability to be flexible and supportive of team members.

GENERAL WORK SCHEDULE

The Education Associate is expected to be on site during all scheduled Education programming to represent the Education Department; provide support for teaching artists; and assist students, parents, and patrons.

NWCT has three 8-week Theater School terms a year plus one 10-week Summer Camp. During the 8-week Theater School terms, the schedule is Tuesday-Saturday. During Summer Camp, it is Monday-Friday and every other Saturday. Additional evenings and weekends may be required with advance notice.

ESSENTIAL RESPONSIBILITIES

- First point of contact for all families, students, and visitors in person, by phone, or via email, answering all inquiries relating to registration, accounts, and general information.
- Build, maintain, and/or address issues within NWCT's registration system to ensure the timely release of online registrations, payment processing, and troubleshooting at all times.
- Provide information on all classes/camps to other departments in a timely manner to promote enrollment, registrations, answer customer questions, accommodate facility needs, etc.
- Assist parents in selecting the appropriate class for their child.
- Process registrations, monitor enrollment, and communicate frequently with Education Director and Outreach Manager.
- Work closely with the Education Director, Finance Manager, and Marketing Director (i.e. Process credits and refunds in collaboration with Finance Manager; Work with Education Director to track and process Scholarships; Work with Marketing Director and Education Director on pricing, discounts, etc.)
- Maintain current class attendance sheets and rosters.
- Maintain accurate office filing systems and uphold NWCT policies and procedures.
- Serve as an instructor on assigned classes/camps, and collaborate with co-instructors when needed.

- Participate as a fully active team member of NWCTS's Education Department by: assisting with the implementation of existing programs, departmental planning, and teaching (if necessary).
- Communicate with and support the activities of NWCTS departments, including Marketing & Communications, Development, Production, and Operations.
- Conduct himself/herself in a professional manner when interacting with people in our community and industry as a representative of the Theatre.

REQUIRED QUALIFICATIONS/EXPERIENCE:

- Excellent customer service skills.
- Theater teaching experience for ages 3-16.
- Bachelor's degree from four-year college or university or at least two years related experience.
- Excellent administrative skills and experience necessary to manage systems and workflow processes. Detail oriented. Ability to prioritize and conduct/juggle multiple tasks
- Ability to build systems and to troubleshoot problems within digital systems.
- Microsoft Office Suite; Google Docs Suite; CRM or other online databases
- Ability to work independently while working as a member of a team.
- Strong written and verbal communication skills.
- Must be able to pass a background check

PREFERRED QUALIFICATIONS:

- Proficiency in non-English languages and cultures. Experience working with individuals from diverse backgrounds across boundaries of class, race, and issue.
- Passion for theater education and enjoyment and appreciation of children.

COMPANY CULTURE

NWCT is a small group of hard-working artists and administrators. We operate many different programs and accomplish a lot with limited resources. While the official duties listed here represent the Registrar's specific responsibilities, all NWCT staff regularly help with projects and programs from other departments as needed. NWCT staff members have a willingness to roll up their sleeves and ignite their brainpower however circumstances demand.