The Mason Gross Extension Division is seeking an individual with excellent communication skills to work as the office's newest Operations Assistant. We are looking for a person to work closely with both professional staff and families, with the purpose of providing an amazing customer service experience to non-Mason Gross affiliates that have a passion and interest in the arts. In this division, Office Associates serve as the first point of contact with customers in office and via phone. This position requires a person with the skills to work in a fast-paced environment while ensuring each customer is given the highest level of assistance. The ideal candidate will be responsible for general office duties as needed and trained in all aspects of the business to fill in and/or help out where needed. This position is part time.

**Responsibilities include:**

- **Customer Service**
  - Greet customers
  - Answer the phone and respond to all basic inquires
  - Check and log, and respond to voicemails
  - Check, respond, and file emails
- **Registration Support**
  - Check and process private lesson inquires daily, including follow up with instructors and families as needed
  - Maintain and execute Trial Lesson tasks and list on “Week at a Glance” on ASANA
- **Operational Support**
  - Display room assignment list daily
  - Prepare, hang, and remove instructor and class room signs daily
  - Prepare and deliver instructor and class rosters from ASAP daily; attach appropriate support forms when needed
  - Unlock and lock classrooms daily
  - Prepare, hang, and remove directional and informational signage as needed
- **Administrative Support**
  - Proofreading
  - Updating office white boards
  - Updating local calendars online
  - Maintain flyer rack outside office
  - Participate in flyer drop-offs and distributions when available and able
  - Providing assistance with upcoming division projects/workshops/events as needed
- **Special Event Support**
  - Provide various responsibilities during special events, summer camps, forums, master-classes, recitals and performances including but not limited to:
    - Create, hang and remove signage
    - Room opening and locking
    - Plaza/indoor information table
    - Registration/Check-In table
Parking lot greeters
Directional support via maps and physical assistance
Supervise catering deliveries and perform set-ups and break downs

Qualifications

- Flexibility to work various hours
- Ability to multitask and aid wherever needed
- Ability to incorporate excellent customer service skills in dealing with customers, families, instructors and fellow office staff
- Ability to interpret a variety of instructions to complete assigned projects
- Ability to complete office projects/tasks in a timely fashion
- Ability to work effectively and efficiently with fellow office associates and management
- Proficiency in Microsoft Office

Desired Experience/ Attributes

- Detail orientated
- Patient
- Personable

Additional details

- Location: New Brunswick, NJ
- Compensation: $9-12 per hour
- Principals only. Recruiters, please don't contact this job poster.
- Please do not contact job poster about other services, products or commercial interests.

Applying for this position

- Please send your cover letter, resume, and the name/email address of three current references to Christopher Kenniff, Director of the Mason Gross Extension Division, ckeniff@masongross.rutgers.edu