

# Branch Manager

## Job Description

The Branch Manager provides excellent customer service in support of our goals for our community music school.

The primary responsibility of the Branch Manager is to oversee general operations of the branch reception area and supervise the work of Branch Coordinators. The reception area is the first point of contact for students, faculty, parents and community entering the music school facility.

The ideal Branch Manager is dependable, diplomatic, a strong communicator with excellent customer service and organization skills. The Branch Manager is fluent in all programs, familiar with all faculty members and their specializations, and over time, builds connections with all students, families and members of the Music School community. The Branch Manager is an integral member of a dynamic and supportive education team and faculty that is dedicated to creating great musical experiences and providing excellent educational programming. We pride ourselves on doing everything possible to ensure our student musicians can take advantage of all our school has to offer.

## Work Schedule

Mondays through Thursdays – 12:30pm to 9pm

Fridays 10:30am to 7pm

Additional hours as needed

## Primary Responsibilities Include:

- Provide timely, quality service and an excellent experience to our customers.
- Serves as a branch coordinator during coverage hours and when filling in for others at the reception desk. Can execute all functions of a Branch Coordinator and trains new/substituted employees on Branch Coordinator functions. Develops and documents processes and procedures for Branch Coordinator personnel. Back up support for Branch Coverage.
- Supervises Branch Coordinators in partnership with the Assistant Director.
- Serves as lead administrator for building and maintaining faculty's schedules including availability, lessons, classes, and any changes to scheduling. Is the point person for faculty and student/family communications regarding scheduling and schedule changes.
- Monitors schedules and accounts and prompts necessary actions, including scheduling unscheduled lessons.
- Completes rental from satellite location (EG) and submits them to the CFO
- Partners with the Assistant Director on facility room scheduling. Facilitates the ongoing upkeep of the facility room schedule once a school session has begun. Fields incoming requests for room usage. Communicates to all parties about changes and needs. Updates published room calendar.
- Serves as lead administrator for piano levels.
- Serve as a team member on the Education Team and contribute to the strategic planning for the Philharmonic.

## Essential Qualifications

- Proven ability to work positively in a shared responsibility team.
- Demonstrated creative problem solving.
- Excellent organizational skills - the ability to manage a large volume of communication with a variety of customers and faculty members efficiently and effectively in a dynamic environment
- Able to collaborate effectively with all levels of the organization and across all departments.
- Professional and engaging interpersonal skills
- Willing to learn and grow quickly. Flexible and open to strategic experimentation.
- A reliable self-starter with the ability to roll up your sleeves and pitch in wherever and whenever necessary.
- Prefer 4 years administrative experience and college diploma
- Proficient computer skills including Microsoft Office

**To apply**, please send a resume, cover letter confirming your ability to work the stated hours, and references to [amozzoni@riphil.org](mailto:amozzoni@riphil.org). The subject line of the email should state "Branch Manager". No phone calls please.

*The Rhode Island Philharmonic is an equal opportunity workplace and is committed to equal employment. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, sexual preference or orientation, gender identity or expression, national origin, age, ethnicity, disability, protected veteran status, marital status or any other legally protected status.*