

SIMSMORE SQUARE SATELLITE LEAD RECEPTIONIST JOB DESCRIPTION

The Hartt School Community Division (HCD) seeks an energetic, friendly, and hard-working customer service professional to join our part-time reception team. A division of the University of Hartford, HCD provides music and dance instruction to over 2,800 students in the Greater Hartford area each year. The mission of HCD is to enrich lives through innovative and unparalleled performing arts education.

This position is the main point of contact for all customers and faculty members, providing the first line of customer service and sales help at our Simsmore Square Satellite Location (540 Hopmeadow Street, Simsbury, CT). This individual answers a wide range of questions regarding programs, registration, facilities, billing, and initiates necessary action or procedures to resolve issues. This individual will assist in fostering a community through site-based facility upkeep, promotion of programming, and faculty support. This is a part-time, temporary position with opportunity for advancement.

Responsibilities:

- Provides excellent customer service via phone, email, and in person.
- Processes customer payments and regularly handles cash, checks, and credit card information.
- Provides prompt and accurate program information to customers.
- Assists in administrative tasks including filing, mailings, and maintaining student records.
- Additional administrative duties as assigned by supervisor.

Specific satellite location responsibilities include:

- Updating the bulletin boards each month with relevant, eye-catching content
- Helping to make the space feel warm and welcoming by adding personal touches when possible
- Keeping up with the day-to-day needs of the building:
 - Taking out the trash
 - Filling the humidifier units
 - Filling the piano humidifiers
 - Cleaning and restocking the bathroom
 - Restocking the coffee station
 - Vacuuming
 - Dusting common areas and practice studios
- Resetting each room so that it is ready for the next day
- Assisting with events and performances in the recital hall
- Maintaining neatness and organization of satellite location

Requirements:

- Flexibility in scheduling - 10-30 hours per week, mostly afternoon and evening shifts
- Fluency with technology
- A positive, can-do attitude
- Knowledge/appreciation of classical music and/or dance is helpful but not required.
- High School diploma required; college degree or some college preferred.

Please provide a resume and cover letter to apply.

Please send your resume and cover letter to Christopher Rizzio, HCD Registrar, at rizzio@hartford.edu. We accept resumes and cover letters for the receptionist position at any time. We may or may not have openings for this position depending on our staffing needs, so we encourage you to submit your materials if you are interested. We will confirm receipt of your materials and, should we not have immediate openings, keep them on file until we need staff, at which point we will review them and invite you for an interview if possible.