

## JOB POSTING

### Registrar, Full-time

Creative Arts Workshop, a nonprofit visual arts school and gallery in downtown New Haven, CT seeks a **full-time registrar** to start immediately. The successful candidate will join a dynamic team of professionals under new leadership who are dedicated to CAW's mission, to building a thriving and sustainable institution, and to providing high quality arts instruction, experiences and studio environments for its loyal and growing new audiences.

As part of realizing the vision for CAW, the registrar will work towards measurable goals to increase enrollment, increase the number, variety and composition of its workshops and classes, and ensure greater profitability of the school. The registrar will work with the faculty, department heads and the Executive Director to achieve these goals by developing and producing a rich, vibrant, and relevant curriculum each semester that are part of a cohesive whole and competitive in the marketplace. The registrar's responsibilities will include, but not be limited to:

#### Registration

- Process registrations for courses and workshops
- Maintain status of classes on the website and in class registration system (ActiveNet)
- Exchange information with faculty and department heads class status, enrollment, supplies
- Communicate school policies in a calm and courteous manner, problem solve with adherence to school policies and customer relations in mind
- Monitor and mitigate past due registration payments
- Field questions about classes, advice about appropriateness of particular class
- Notify students when classes are cancelled, or need to be rescheduled
- Produce mailing lists as needed

#### Curriculum

- Determine overall curriculum and course offerings with Executive Director and Department Heads
- Evaluate viability of class offerings, monitor registration, work to increase enrollment for under-enrolled classes
- Design, implement and report on course evaluations and feedback on desired programming
- Seek potential new teaching artists in the interest of expanding course offerings
- Onboard new faculty and teaching assistants

#### Course Offerings Catalogs

- Initiate and manage the production of the course catalogues
- Manage submission of course information from faculty and department heads
- With catalog designer, prepare final course offerings for catalog, both online and in print
- Review and refine distribution plans and work with distributor to place catalogs for maximum visibility, usage and reach

### Customer Relations

This position is the primary external point of contact for students, parents of young students, as well as the primary internal point of contact for department heads and faculty. The successful candidate will be able to demonstrate experience in customer relations, calm and courteous problem solving—in service of growing the revenue from tuition and maintaining customer satisfaction.

### Work Schedule

This is a full-time, onsite position. The registrar will work during the business workweek, but may, from time to time, be required to work evenings or weekends as programming demands.

### **Compensation**

Annual salary plus comprehensive benefits package, as detailed in Employee Handbook. This is an exempt, salaried position. Creative Arts Workshop is an equal opportunity employer.

### **Qualifications**

The ideal candidate will have relevant prior registrarial and substantial administrator experience. They will be future focused, data driven, strategy minded, and thrive in busy environments. They will be methodical and detail oriented, with excellent planning and time management skills, and be able to advance multiple projects simultaneously while meeting deadlines. They will have superior written and oral communication skills and excel in customer relations. They will be current on and comfortably engage with emerging technologies and demonstrate a commitment to technology solutions in the social enterprise space. They must be comfortable using Microsoft Office Suite and ideally have facility with Adobe Creative Suite, and Google Applications. CAW will train in using the registration system, but the successful candidate will already have a facility and knowledge of CRMs and/or registration systems. They will be versed in the arts and culture landscape. Successful candidate will be a self-starter, be inquisitive, thorough, have a solid work ethic, and a healthy sense of humor.

### **To apply:**

Candidates should send in a single pdf file: a resume with relevant experience, a brief cover letter detailing interest in the position and the Creative Arts Workshop, ability to address stated goals and responsibilities, availability to start, 3 professional references, and salary requirements.

Send application package in a single pdf by email only to: [humanresources@creativeartsworkshop.org](mailto:humanresources@creativeartsworkshop.org). Incomplete or late applications will not be considered. No calls, please.

**Deadline for application:** 5 pm, February 19, 2018. Interviews will start immediately and continue until position is filled.

### **About Creative Arts Workshop**

CAW is a nonprofit regional visual arts center located in the heart of the award-winning Audubon Arts District in downtown New Haven, CT. Artists have been creating at CAW since 1961 in its full-equipped studios. CAW provides space to create, engage in dialog, nurture creativity, expression, new ideas and innovation. Its galleries celebrate the visual arts with a growing and vibrant exhibition and public

programming roster that encourages examination, reflection, and discussion around the visual arts and the arts field.

CAW provides high quality arts instruction in its fully-equipped studios at beginner, intermediate and advanced levels. CAW's classes and workshops are non-certificate based, with students progressing at their own pace. Instruction and critique by its accomplished faculty are offered in a supportive environment. More than 2,000 adults and young people enroll annually in the over 400 courses offered by CAW, while thousands of visitors enjoy the exhibitions in its galleries throughout the year.

CAW is supported by its membership and tuition fees, sponsorship, contributions from individuals, charitable foundations, public funding, and from special events and retail sales of art and fine crafts.

Creative Arts Workshop (CAW) provides equal employment opportunity without regard to race, color, sex, age, disability, religion, national origin, marital status, sexual orientation, ancestry, political belief or activity, or status as a veteran. The policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation benefits, social and recreational programs, and all other conditions and privileges of employment in accordance with applicable federal, state, and local laws. It is the policy of Creative Arts Workshop to comply with all the relevant and applicable provisions of the Americans with Disabilities Act (ADA). CAW does not discriminate against any qualified employees or job applicants with respect to any terms, privileges, or conditions of employment because of a person's physical or mental disability. CAW makes reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is otherwise qualified to safely perform the duties and assignments connected with the job and provided that any accommodations made do not require significant difficulty or expense.

**Posting date**

**February 4, 2018**