



**PART-TIME JOB POSTING! JANUARY 28, 2019 ADMINISTRATIVE ASSISTANT/  
FRONT RECEPTION POSITION AVAILABLE AT THE PIANO COTTAGE  
APPLICATIONS ACCEPTED UNTIL FEB 5**

**IMPORTANT NOTE:**

Please do not call or visit the company without an appointment. We do NOT accept phone or walk-in applications. Thank you for inquiring or applying via email to: The Piano Cottage Studios, c/o Ms. Maureen Rice, Office Manager, [thecottagecustomerservice@gmail.com](mailto:thecottagecustomerservice@gmail.com)

**THE COMPANY**

An amazingly creative place to work, the Piano Cottage of Grand Rapids, LLC is a private music studio with 5 locations throughout West Michigan. 15 instructors collaborate in a joyful and inspiring environment to provide high quality after-school and evening music instruction to nearly 350 students each week, ages 4-88. Please visit the website: [www.thepianocottage.com](http://www.thepianocottage.com) for more background and general overview of our offerings.

The faculty and staff at The Piano Cottage share a common passion for music and children, but also share values in common that permeate our teaching. TPC is owned by a husband and wife team Wright and Jody McCargar, that view teachers, staff and clients as "their family" and work relentlessly to provide a positive and fun environment in which to work and learn. The company is known for its creativity, integrity, and high service to clients and staff alike.

**ADMINISTRATIVE ASSISTANT JOB DESCRIPTION ("AA")**

This position is one of the most exciting yet important posts in our company and directly contributes to the success of The Piano Cottage, as the AA is the first person our clients will meet when they walk in, or speak with when they call in. The AA office is right by the front entrance to the company and hence has a big impact on the day to professionalism and energy in the company. The AA will provide high-level administrative support to the Owners of the company and teaching faculty handling information requests, and performing clerical functions such as preparing correspondence, receiving visitors, arranging and scheduling meetings. May also participate in marketing and communications programs and activities for the company. This is a role that will continue to evolve and grow over time as competency in tasks is demonstrated. The Receptionist/AA's professionalism sets the tone for our clients' experience and hence successful candidates must meet the following criteria:

## **EMPLOYMENT TYPE:**

Part-Time as follows: - 15-20 hrs a week ideally  
Ideally must be available to work 3:30 -7:30 pm Monday through Friday however we can alter that schedule slightly if needed. Unpaid time off is available should receptionist have conflicts or vacations with advance notice to company.  
Must possess reliable transportation.

## **RESPONSIBILITIES:**

The Receptionist/AA performs the following duties that are crucial to the success of the company:

- Adhere to the policies and procedures of the Company.
- Answers incoming phone calls in a pleasant and professional manner; screens calls or direct calls to appropriate parties or take messages.
- Assists clients, staff members, customers with questions and concerns.
- Files music, retrieves filed music and documents
- Greets clients and visitors as they arrive in a professional and cheerful manner
- Light housekeeping duties as needed including tidying up the office daily, (straightening up bookshelves, vacuuming once a week, windexing fingerprints off doors, taking out recycling and trash)
- Maintains the physical and computerized filing system for the company/organizational system
- Manages calendars and room reservations;
- Manages confidential and non-routine information.
- Participate in and helps at studio-wide concerts (4 a year)
- Runs weekly Student Waiting List Reports
- Prepares Meeting agendas and other documents, using Word processing, spreadsheet, database, or presentation software.
- Prioritizes incoming correspondence, emails and messages after reading and analyzing daily email and U.S. mail. Determine their significance and plan their distribution. Prepare responses to routine inquiries.
- Performs other duties and tasks as assigned by owners and Office Manager.
- Unlock and open up the studio for the day on most days.

## **EXPERIENCE AND EDUCATION:**

- High School Graduate or General Education Degree (GED) required.
- Bachelor Degree preferred (but may not be necessary for the right candidate) – Communications, Marketing, in Business Administration or related field.
- At least 1 year of previous administrative professional office experience.

## **KNOWLEDGE AND SKILLS REQUIRED:**

### **(1) CLERICAL**

Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.

### **(2) COMPUTER/SOFTWARE/EQUIPMENT SKILLS:**

MUST be comfortable with technology - we use industry specific software, are almost paperless and use cloud computing. To that end, this person:

- Must own a basic laptop computer to bring daily to work.
- Possess proficient working knowledge (not expert) of Microsoft Office programs including Word and Excel.
- Have the ability to use multiple search engines for research
- Answer a 1 line phone system and top phone etiquette.
- Must have the ability and willingness to quickly learn Industry Specific Software: Studio Helper (which allows us to calendar all music lessons) and [wix.com](http://wix.com) ( allows us to update the company website)
- Photocopy machine, scanner and fax machine

**(3) RECEPTIONIST SKILLS:** answer phones, screening callers, assists clients over the phone, takes messages in an effort to provide world class customer service.

## **REQUIRED "SOFT SKILLS" / PERSONALITY-RELATED SKILLS:**

- Ability to "Think On Your Feet"- a multi-tasker; you will be handling multiple projects and tasks in a fast paced environment, so you'll need to be able to move from one to the other in a way that ensures nothing is missed
- Always look for ways to create systems and structure to make projects and tasks flow better and easier for the future.
- Common sense - a good deal of common sense and business sense.
- Comfortable with technology and able to quickly learn new software tools
- Communication skills (interpersonal) - Possesses excellent written and verbal communication skills. -Defender of the company's purpose and mission.
- Energetic, relaxed, patient and great with children that will be in our lobby daily.
- Flexible - you can gracefully handle changing priorities and effectively deal with unexpected obstacles. May occasionally (rarely) be asked to work extra hours.
- Excellent communicator with high affinity for staff and clients alike
- Meticulous - you have fine eye for details.
- Performance-driven (extremely) SPEED of work is very important.
- Professional, Polite and Polished.
- Proactive; "go-getter"- able to complete any task, self motivated; no matter how hard it can be
- *Great organizational skills*
- Punctual: Must have an excellent track record of punctuality and attendance
- Reliable - you always find a way to make it work.
- Resourceful - solution oriented. When we give you a project or assignment, you figure out the best way to make it happen.
- Team player; collaborative

**COMPENSATION:**

Part-time hourly employees are paid twice a month on the 16th and 30th. We offer a starting hourly wage of \$10-12 hour (commensurate with your experience) plus bonuses based on performance and company net profit.

**RESUME SUBMISSION:**

If interested, please submit your cover letter and resume via email on or before February 5, 2019 to: Ms. Maureen Rice, Office Manager, [thecottagecustomerservice@gmail.com](mailto:thecottagecustomerservice@gmail.com)

**TIMELINE:**

Time is of the essence, we are seeking to find a strong candidate to fill this position by February 5, 2019! Thank you for reaching out to us, we hope to meet you!