



Pleasant Mountain Music
2435A Granville Street, Vancouver, BC
778-872-8422
owners@pleasantmountainmusic.ca
www.pleasantmountainmusic.ca

JOB TITLE: FRONT DESK - ADMIN ASSISTANT

JOB TYPE: Contractor, P/T, permanent

PAY RATE: \$19/hour

BENEFITS: Paid training and job perks

REPORTS TO: Owners & Studio Manager

BACKGROUND:

PMM is a small but mighty music school located in the trendy South Granville neighbourhood of Vancouver. We offer private one-on-one music lessons to youth and adults all year round, as well as seasonal group classes. As a result of our consistent, and continued growth, we are in need of a front desk admin assistant to join us on site at our studio HQ in Vancouver. This contracted position will cover 2-4 shifts or about 8-20 hours per week regularly. Since this is a public facing role, this job is not suitable for remote working. Ideal candidates will have excellent interpersonal skills, maintain high standards for customer and studio experience, enjoy interacting with the public including parents, teachers, and students of all ages. Some familiarity with the process of taking music lessons is beneficial to this role.

JOB DESCRIPTION

The Front Desk - Admin Assistant will be responsible for handling lesson inquiries through email and telephone requests during their shift. They will also play a role in helping parents, students, and teachers to organize their respective calendars. The scheduling software PMM uses is called MyMusicStaff and there will be training to ensure full fluency with this very straightforward program. 1-2 times per month the Front Desk Assistant will help set up and tear down hosted events (like recitals and private parties) that PMM offers. Other more administrative aspects of this role will include taking occasional payments for lessons and private events, as well as answering questions by email, in person, and by telephone about student account balances. Shifts can vary and may occur on weekdays, weekends, afternoons, and evenings: as a result candidates should put forward their preferred weekday and weekend availability as part of their application.

RESPONSIBILITIES

- Reply to queries from the general public about signing up for lessons
- Follow up with first time students to assist with further lesson bookings
- Answer questions about private lessons in general
- Sell PMM merch



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- Help book any parents/students in the waiting area for upcoming studio classes or events
- Assist with smooth operation of PMM recitals (June/December) and private events (monthly)
- Take and record payments for lessons (most frequently at the beginning of the month)
- Put up posters around the studio
- Maintain tidiness in public areas (kitchen, bathroom, waiting area)

REQUIREMENTS

- Excellent proficiency with the English language, both written and spoken
- Completion of Grade 11 studies
- Some experience using digital software (google docs, and calendar functions)
- Willingness to learn and grow with the job

ADDITIONAL KNOWLEDGE THAT WILL BE BENEFICIAL TO CANDIDATES:

- Generally knowledgeable or keen interest in learning about musical instruments
- Generally knowledgeable or keen interest in learning about Vancouver's local music scene
- Knowledge of Royal Conservatory of Music, ABRSM, Kiwanis Music Festival, or other accredited music programs and festivals
- Knowledge of school band and/or Vancouver-based community bands
- Familiarity with Discord
- Fluency in a second language is highly advantageous (PMM has a wonderfully diverse group of parents, students and teachers!)
- Playing experience and/or training on any instrument
- Email experience (google, hotmail, yahoo)