



Position Description

Job Title: Evening Receptionist

Department: Student Services

Location: New Haven, Connecticut

Supervisor: Director of Student Services

Job Type: Part-time, hourly

Schedule: Tuesdays and Thursdays, 3:00 p.m. - 9:00 p.m.; Option of adding Saturdays, 5:30 p.m. - 9:00 p.m. in mid-April to mid-June 2026

Employment Classification: Non-Exempt

Compensation: \$18.00 per hour

Supervisory Role: No

Position Summary

The Evening Receptionist works collaboratively with the Neighborhood Music School (NMS) community to realize the NMS mission: to deepen the human experience and build connections through the learning, practice, and presentation of the performing arts.

The Evening Receptionist is responsible for welcoming students, families, teachers, staff, and visitors to our main facility at **100 Audubon Street** in New Haven and provides exemplary service in every interaction, enhancing the overall NMS experience for all.

Duties and Responsibilities

- Staff the reception desk at the building entrance and demonstrate excellent customer service with every in-person, phone, email, and intercom interaction;
- Monitor the building's entrance doors and direct people to rooms within the building;
- Greet and welcome all students, families, teachers, staff, and visitors to the building;
- Answer general questions from the public about NMS programs, events, promotions, initiatives, communications, enrollment procedures, etc.;
- Answer the phone, transfer calls, take messages, retrieve voicemail messages, and refer inquiries to the appropriate NMS staff members;
- Collaboratively maintain the front desk calendar, noting activities within the building;
- Relay day-to-day information, such as information about student or teacher absences, to relevant students, families, teachers, and staff in a timely fashion;
- Receive mail and deliveries;
- Collaboratively maintain the log of equipment signed out by teachers and staff;
- Process payments from students and complete other administrative tasks in NMS's enrollment software;
- Complete general administrative support tasks, such as making photocopies, printing documents, filing paperwork, preparing mailings, etc.;
- Ensure that the reception desk and lobby area are kept tidy and organized;
- Participate in safety and security trainings and follow procedures in the event of an emergency;
- Work collaboratively with NMS colleagues to resolve concerns successfully;
- Perform other related duties as assigned.



Requirements and Qualifications:

- High school diploma or GED required;
- 1+ years of experience in an administrative, office or receptionist role a plus;
- First Aid and CPR certification a plus;
- Additional language skills a plus;
- Understanding of the NMS mission and values, and a love of the arts;
- Appreciation of the diversity of the New Haven region and the NMS community;
- Commitment to equity and inclusion, and a desire to be part of building an anti-bias anti-racism culture;
- Enthusiasm for working with people;
- Ability to work collaboratively and with an open mind;
- Attention to detail and accuracy, with pride in quality of work;
- Prioritization of punctuality;
- Excellent communication and customer service skills, including strong phone skills;
- Ability to remain poised and productive under pressure;
- Strong organizational and multi-tasking skills;
- Problem-solving skills and a strong interest in helping others;
- Familiarity with Microsoft Office and Google Workspace.

To Apply:

- Send a completed application ([found here](#)), your resume, and a cover letter or email introduction to evening@nmsnewhaven.org

Working Environment and Physical Requirements:

The Evening Receptionist position is primarily based in a school environment. The role involves frequent interaction with staff, faculty, students and families, requiring strong communication and collaboration skills.

- **Physical Requirements:**
 - Ability to sit or stand at a desk for extended periods while performing computer-based tasks.
 - Regular use of standard office equipment, including computers, printers, telephones, and copiers.
 - Occasional lifting or carrying of materials weighing up to 15 pounds (such as files, binders, or office supplies).
 - Mobility to move within the office and attend meetings across campus as needed.
 - Reasonable accommodations will be provided to qualified individuals with disabilities to enable them to perform the essential functions of the position.
- **Environmental Conditions:**
 - Work is performed in a climate-controlled office setting with moderate noise levels.
 - Occasional attendance at school events or off-site meetings may be required.
 - The role does not typically involve exposure to hazardous conditions.



Equal Employment Opportunity:

Neighborhood Music School is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, disability, age, sex (including sexual orientation, gender identity and transgender status), national origin, veteran status, genetic information, or any other classification protected by federal, state, or local law. Our workplace culture values and promotes diversity, inclusion, equal employment opportunities, and a work environment free of harassment and hostility. Neighborhood Music School is committed to providing access, equal opportunity, and reasonable accommodation for individuals with disabilities in employment, its services, programs, and activities.

The above position description is not intended to be an all-inclusive list of duties and responsibilities for the position.