

Operations Manager

Bellevue Youth Choirs | Hybrid, part-time, 15-25 hours/week



Bellevue Youth Choirs (BYC) creates a joyful, inclusive musical community where young people grow through excellent music education, meaningful relationships, and exciting performance opportunities. Behind every rehearsal, concert, and memorable experience is a team that helps families feel welcomed, informed, and connected.

We are seeking an experienced, detail-oriented Operations Manager who genuinely enjoys two equally important parts of the job: communicating with families and keeping complex administrative systems accurate and organized.

This role helps make the BYC experience possible. Through thoughtful communication, dependable administrative support, and attention to detail, the Operations Manager helps create an environment where young musicians, families, and teaching staff can focus on learning, making music, and building community.

The Role

This is a hands-on administrative operations position, not a staff-supervisory role. A substantial part of each workweek involves responding to family emails: answering logistical questions, helping prospective families navigate enrollment, clarifying expectations, and ensuring families receive timely, consistent, easy-to-understand information. Clear, proactive communication helps prevent confusion and frustration before problems escalate. The Operations Manager also helps foster a welcoming, connected community through thoughtful family communication, dependable support for staff and volunteers, and a positive presence at BYC events. Equally important is the behind-the-scenes work—maintaining Excel records, processing tuition, managing registration details, coordinating volunteers, and tracking tasks through completion.

We value thoughtful judgment, curiosity, and teamwork. The right person can resolve routine questions independently while recognizing when to pause, verify a procedure, seek guidance, or escalate an exception to the Executive & Artistic Director (AD/ED). Especially during training, we encourage questions and regular check-ins. We are looking for someone who follows procedures faithfully, welcomes feedback, and helps improve systems collaboratively—not someone who makes unilateral policy decisions.

Key Responsibilities

Enrollment & Family Support

- Manage a high volume of email correspondence with prospective and current families; answer logistical questions promptly, explain next steps clearly, and follow each inquiry through resolution.
- Guide families from initial inquiry through interest forms, scheduling of trials or vocal placements, registration, agreements, parent portal setup, and completed enrollment.
- Manage waitlists, enrollment changes, withdrawals, and related records; apply established policies consistently and refer exceptions for approval.
- Answer logistical questions and direct artistic, instructional, or sensitive concerns to the appropriate staff member.

Operations, Records, & Tuition

- Maintain accurate records in BYC's multi-sheet Excel master workbook, Microsoft 365 tools, Go Studio Pro parent portal, and other administrative systems.
- Monitor registration requirements, attendance records, family information, forms, and waivers; identify and correct discrepancies using established procedures.
- Process monthly tuition billing, track outstanding balances, and follow up on overdue accounts professionally and consistently.



- Prepare transaction reports and transaction-code information for the bookkeeper; flag billing issues that require review.

Communications & Event Coordination

- Keep family-facing information accurate and up to date in BandApp, the parent portal, and email and text communication channels; proactively send clear reminders, announcements, and monthly newsletters using approved information and adaptable templates.
- Recruit, schedule, and communicate with parent volunteers for BYC's four mainstage concerts and selected activities; coordinate front-of-house volunteers on concert days.
- Help coordinate audition logistics, seasonal celebrations, local outreach activities, and selected events; arrange rehearsal front-desk coverage with volunteers or staff.
- Support a welcoming and connected BYC community by helping families and volunteers feel informed, included, and prepared to participate.
- Provide administrative and volunteer coordination support for selected local activities, including the Intermezzo day tour, as assigned.

Seasonal Administrative Projects

- During quieter periods, assist with updating templates and documentation, preparing school or sponsor outreach, donor acknowledgments, auction-related administrative tasks, and similar projects as assigned, after core enrollment, family communication, tuition, and recordkeeping responsibilities are current.

What We're Looking For

Required Skills and Approach

- Strong, practical Microsoft Excel proficiency: confidently manage multi-sheet workbooks, sort and filter data, use common formulas, find errors, and maintain accurate records. Proficiency with Excel and comfort using Microsoft 365 applications, including Outlook, Word, and Forms
- Relevant experience in administration, office operations, enrollment or registration, customer service, or a closely related field.
- Excellent, warm written communication and comfort handling frequent family emails; ability to anticipate common questions, explain logistics clearly, and adapt approved templates to individual situations without overpromising or making unauthorized exceptions.
- Excellent organization, follow-through, attention to detail, and ability to track recurring processes without repeated reminders.
- Good judgment: solve routine problems within established guidance, protect confidentiality, ask questions when uncertain, and escalate unusual cases or policy exceptions promptly.
- A collaborative, receptive approach to training and feedback; willingness to document processes, learn systems, and work consistently within agreed policies.
- Comfort supporting families from varied cultural, linguistic, and socioeconomic backgrounds.

Helpful but not required

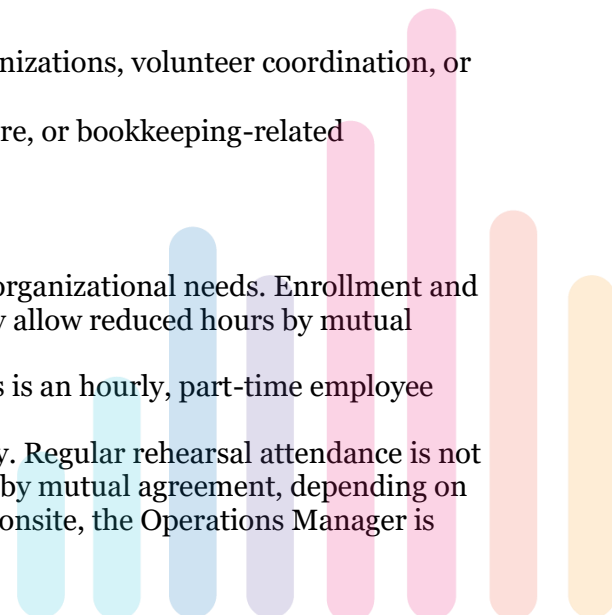
- Experience in education, youth programs, nonprofits, arts organizations, volunteer coordination, or event operations.
- Experience with registration platforms, databases, CRM software, or bookkeeping-related administrative records.

Schedule, Compensation & Working Arrangements

Hours: Approximately 15–25 hours/week, depending on season and organizational needs. Enrollment and concert periods are busier; some school breaks and slower periods may allow reduced hours by mutual agreement.

Pay: \$28–\$35/hour, depending on qualifications and experience. This is an hourly, part-time employee position.

Location: Hybrid, with most administrative work performed remotely. Regular rehearsal attendance is not required. Optional onsite rehearsal shifts in Bellevue may be arranged by mutual agreement, depending on organizational needs and the employee's availability. When scheduled onsite, the Operations Manager is



expected to carry out regular administrative responsibilities while also providing agreed-upon support to staff, families, and volunteers.

Required events: Onsite attendance at BYC's four mainstage concerts is required: December 5, March 20–21, and June 5. Specific hours will be confirmed in advance.

Additional Events: Onsite participation in local outreach events, auditions, or special activities may be arranged by mutual agreement. This may include BYC's Intermezzo day tour. Overnight or air-travel-based tour attendance is not required.

Availability: The preferred regular schedule is Monday through Friday, approximately 10 a.m.–2 p.m. Pacific Time, providing consistent weekday availability for family communication and administrative support. Some scheduling flexibility is possible, provided the employee can maintain reliable, agreed-upon weekday response windows. Optional rehearsal shifts may replace regular daytime work hours by mutual agreement. Initial check-ins and training will be more frequent, then adjusted as the employee becomes familiar with the role.

Term: This is an ongoing, part-time position intended to continue from season to season. BYC hopes to build a long-term working relationship with someone who enjoys contributing to our community. Continued employment is subject to satisfactory performance and organizational needs.

Benefits: Paid sick leave accrues in accordance with Washington law (one hour per 40 hours worked). Eligible employees may participate in BYC's 403(b) retirement plan; matching contributions are subject to plan terms and eligibility requirements.

How to Apply

Email your resume and a brief letter of interest (approximately one page) to kayla@bellevueyouthchoirs.org with the subject line “Operations Manager Application – [Your Name].”

Please tell us why BYC and this role interest you; describe relevant administrative, family/customer-service, and Excel experience; and share what you enjoy about work that combines people-facing support with detailed behind-the-scenes systems.

Qualified applicants may be invited to participate in additional conversations or practical skills exercises designed to reflect the responsibilities of the position.

Bellevue Youth Choirs is an equal opportunity employer. Employment is contingent on satisfactory completion of applicable background screening conducted at the appropriate stage of hiring. Applicants must be legally authorized to work in the United States.

Learn More About BYC

Get a glimpse of our musical community through the photos, choir pages, and playlists at www.bellevueyouthchoirs.org, or explore our performances and activities on [YouTube](#) and [Instagram](#).

www.bellevueyouthchoirs.org | Bellevue, Washington
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