

Preparatory School – Family Support and Hospitality Ambassador

No. of Jobs Available:	3
Supervisor:	Brianna Kirkland, Family Support Liaison
Contact:	bk7328@necmusic.edu

Job Summary & Duties:

We are seeking enthusiastic and dedicated student workers to join the NEC Prep team as Hospitality Ambassadors. In this role, you will assist in providing timely, efficient customer service to our students and their parents. As an NEC Prep Hospitality Ambassador, you will provide essential support to ensure a positive experience for everyone interacting with NEC Prep.

- Answering phone calls that come to NEC Prep’s hotline
- Providing answers or updates (when possible) to family inquiries
- Following up on requests/inquiries that needed more time to resolve
- Supporting email correspondence via NEC Prep’s inboxes
- Be a first point of contact on Prep Saturdays to greet students/families
- Helping direct traffic and answer questions when families come to campus on Prep Saturdays
- General in-office assistance with customer service

The position is compensated at \$15 per hour.

The desired start date is 2/12/2023, or as soon as you are able to begin work.

All students must complete payroll paperwork (W4, I9, etc) in the Financial Aid Office before beginning work for any department. A CORI form must also be completed.

Job Duties / Qualifications:

- Must be detail-oriented and responsible
- Ability to work independently and also as part of a team
- Familiarity with Google Workspace (Drive, Docs, Sheets, Gmail)
- Interested in the education and development of young musicians
- Comfortable around elementary/middle/high school students and families
- Demonstrated positive energy and initiative
- Flexibility and creative problem-solving skills appreciated
- Demonstrated ability to work with diverse populations
- Must be able to stay calm in high-pressure situations

How to Apply: Please fill out the application [here](#).