



## **JOB SUMMARY**

The Front Office Manager's role is to implement customer service processes to ensure that students, and/or families, and the broader Danceworks constituency, enjoy a positive experience within our organization. The Front Office Manager is responsible for any and all communication with organizational departments to support the Front Desk Team and acts as Registrar. The highest level of professionalism is required.

## **RESPONSIBILITIES**

- Oversee, manage, and schedule the Front Office Staff (1-3 staff)
- Operate as Front Office Staff 2-3 evenings per week with some weekends as needed
- Respond to customer inquiries
- Maintain student records
- Serve as a liaison between Front Office Staff and Marketing/Communications Team
- Ensure accuracy of the website to support the customer experience
- Provide on-the-spot solutions to meet customers' needs
- Inventory for office supplies and dance apparel
- Review Mindbody financial transactions
- Support studio maintenance and appearance through cleaning and organizing
- Staff studio rentals as needed
- Other Administrative Tasks as assigned

## **QUALIFICATIONS & EXPERIENCE**

- Demonstrate proficiency and management of Mindbody (MB) software systems, database maintenance, and updates
- Demonstrate expert knowledge of Danceworks' studio classes, programming, policies, and procedures
- Exceptional service-related people and problem-solving skills
- Strong, positive interpersonal relationship skills between staff, students, families, and community members
- Excellent verbal and written communication skills
- Knowledge and competence with basic Microsoft and Google programs
- Ability to support multiple departments
- Exceptional attention to detail and organizational skills
- Experience managing multiple tasks and effectively organizing work to meet numerous deadlines
- Team Management experience
- Capacity to adapt to new processes efficiently

## **Compensation and Benefits:**

- Hourly position and will be commensurate with the level of experience
- Eligible for paid holidays and Danceworks Health Care, Dental and Vision plans
- Eligible for unlimited dance classes at no charge

**How to Apply:**

Interested applicants should email a cover letter and resume to: [drogers@danceworksmke.org](mailto:drogers@danceworksmke.org)