



ODC Client Relations Associate - Full Time Position

Background

ODC is a ground-breaking contemporary arts institution: a world class dance company, a presenting theater, and a dance school. Known nationally for its entrepreneurial savvy as well as artistic innovation, the organization is unique for its fully integrated vision. Operating in San Francisco's Mission District for more than 48 years, our programs and activities contribute to San Francisco's vibrant dance and arts ecosystem, community development, arts education, and access to creative art-making. ODC strives to cultivate artists, inspire audiences, engage the community, and foster diversity and inclusion through dance performance, training, and mentorship.

Position Objectives:

ODC Client Relations Associate (CRA) represents ODC Commons, ODC Theater and Rhythm & Motion to the general public. This position reports to the Operations Associate Manager and is located in the reception area of the ODC Commons. The CRA provides a welcoming environment to and registers all clients at the ODC campus (ODC School classes, resident artists, theatre renters, etc.), ensures entry safety protocols are followed, and directs clients to their assigned studios and classes as needed. The CRA also supports clients who are participating remotely by providing prompt and courteous service online as they navigate Mindbody software and/or applications like Zoom to register and participate in classes and other activities. The CRA monitors and ensures that the studios are cleaned after each use and ready for the next client/class.

Responsibilities:

- Record data entry for patrons, renters, artists, and staff: Vax and All-access for both campuses.
- Handle guest issues, complaints, requests and proactively resolve matters satisfactory to both guests and campuses.
- Assist with and process studios rental programs.
- Manage payment processing and credit card filing for class cards and rentals.
- Perform opening and closing procedures.
- Maintain studio cleanliness & tidiness, as well as supplies inventory.
- Process class pass extension as needed.
- Count class participants to match the in-person roster.

Daily Operations:

- Assist patrons and other departments in following Covid 19 protocols and procedures.

- Perform Sanitation procedures
- Maintain digital communications with patrons through emails and Google voice.
- Operate digital station for hybrid model classes and meetings.
- Perform soundchecks as well as monitoring classes onsite.
- Operate air quality software that ensures good air quality in the facility.

Qualifications:

- 1+ years of customer service and administrative experience
- Excellent relationship-building skills; open and friendly manner when interacting with the public (email, phone, in-person, etc.)
- Basic computer skills, including using spreadsheets, Google drives, Zoom, and email
- Strong organizational skills and comfortable working in a fast-paced environment
- Must be punctual, reliable, and dedicated
- Must have the ability to work independently with minimal supervision
- Prefer experience working with Mindbody Software and Microsoft Office Software*
- Bilingual skills is a plus

*We will provide training and support with Mindbody software, and digital stations used for our live-streaming classes.

Remote: This is an **onsite position only** - no remote work.

Time status: Full time position

Salary and Benefits:

- \$18 hourly
- As a dance organization committed to physical well-being, ODC's benefits package currently includes health coverage for full-time employees (vision and dental coverage are available at the employee's cost), two weeks paid vacation, sick leave, access to free dance classes, complimentary tickets to select performances, and a dynamic work environment.

Shifts Available:

7:45am-4:15pm Thurs-Monday
2:30pm-10:30pm Friday-Tuesday

To Apply

Please email to: HR@odc.dance:

- Resume
- Cover Letter

Reference "Full Time Client Relations Associate" in the subject line.

This is at a non-profit organization. You must be eligible to work in the US. Applicants from diverse backgrounds are encouraged to apply.

No phone calls please.

Principals only. Recruiters, please don't contact this job poster.

Please do not contact job poster about other services or products.

At ODC we believe the vitality of life in the San Francisco Bay Area is contingent upon continued exposure to a variety of perspectives, beliefs, and wisdom. Our work at ODC is challenging and exciting. We attract people who are committed to dance and the arts and we are willing to work hard to engage our audiences and serve our communities. If you want to make a difference, challenge yourself and help us continue to innovate, we welcome your energy and talents. People of color and people with disabilities, of diverse sexual orientations, gender expressions and identities are welcome and encouraged to apply.