



ODC Client Relations Associate

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.

Summary and Objectives of Role

ODC Client Relations Associates report directly to the ODC Operations Manager and Assistant Operations Manager and are under the supervision of the Client Relations & Operations Senior Supervisor and Assistant Operations Manager. ODC Client Relations Associates represent ODC Commons, ODC Theater and Rhythm & Motion to the general public. This position participates in the reception (virtual/online during closure of our physical campus during pandemic restrictions and onsite as we are allowed to return to in-person activities back on our campus) and registration of all clients at the ODC campus. Client Relations Associates are also responsible for ensuring that studio tenants (ODC School classes, resident artists, renters, etc.) and Theater renters have access to the Theater building and their assigned studios. CRA's working remotely must be able to provide prompt, professional, accurate and courteous service online, including assisting customers through different communication channels like email, phone, and as they navigate Mindbody software and/or applications like Zoom to register and participate in classes and other activities. Onsite CRA's are also responsible for ensuring smooth operations of live-streamed classes and services under the Adult Program, ODC Fit Program, and Youth and Teen Program. They will work closely with onsite Health and Safety Coordinators to ensure all staff and public entering our campuses are adhering to current safety measures laid out by the city and policies placed by ODC to help regulate and minimize contraction of COVID-19. Duties onsite include sound checks with faculty on rover system, welcoming the public, supporting class registration and sales, and sanitation of high touch areas throughout scheduled events or classes. This position may also provide administrative support to ODC staff (campus wide) with both regular duties and special projects as assigned.

This is an at will, full-time hourly position (eligible for overtime) with an expected minimum base of 30 hours per week. Role may not work more than 40 hours per week without advance permission from the Operations Manager. ODC is hiring to fill specific schedules to provide coverage of the front desk for in-person and digital classes. Open shifts include weekday and weekend opening (beginning at 6am on weekdays and 7:45am on weekends), mid-day, and closing shifts (ending at 11pm on weekdays and 8pm on weekends). ODC is currently re-opening campus and work will primarily be on-site. Any remote work will be arranged with the Assistant Operations Manager and will take place on the ODC campus at

351 Shotwell Street and/or 3153 17th Street, San Francisco, CA. Priority will be given to those who can cover opening and closing shifts on weekends. CRAs work for both ODC Commons and ODC Theater; daily duties can vary according to location and events online and on campus.

Qualifications

Required Qualifications

- Retail or experience handling monetary transactions
- Excellent verbal and written communication skills
- Excellent relationship-building skills; open and friendly manner when interacting with the public (email, phone, in-person, etc.)
- Ability to work with a wide variety of internal and external stakeholders (including children and parents).
- Highly detail-oriented, flexible with the ability to multitask, and able to quickly respond in a fast-paced environment.
- Proactive problem solver with a "can do," service- oriented attitude and able to contribute creatively in a team-oriented environment.
- Must be extremely organized and able to work flexible hours, including weekends and holidays, as required by CRA Operations team.
- Proficiency in Microsoft Office Suite and/or Google and Zoom
- Must have access to a computer and stable internet.
- Promotes a positive environment for staff and clients by modeling a professional attitude at all times.

Desired Qualifications, skills, and experience

- Knowledge of MindBody software a plus
- Interest or experience in dance or theater production a plus
- Bilingual a plus

Knowledge of nonprofit organizations a plus

Experience with mixer/audio technology a plus

Duties and Responsibilities

Reception/Registration (These functions adjusted to be relevant to on-line formats when activities are provided virtually)

- Greet and direct clients to their appropriate studios, provide way-finding assistance as needed
- Function as point of contact for general public seeking organizational information; keeping up to date with events happening at ODC Commons & Theater so as to be prepared for questions
- Understand and explain the different dance styles, levels of classes offered as well as the Rhythm & Motion workout program

- Promptly respond to emails and voicemails; direct inquiries to the appropriate staff members
- Sign students into classes and workshops and assist new students with online registration/liability waiver forms.
- Sell all classes, workshops, merchandise and gift certificates to students; follow up to collect payment when needed
- Take attendance for adult classes to make sure the computer sign-in matches the bodies in the room; correct errors in class counts, calling roll when necessary
- Write and date clear notes in accounts of students to communicate with co-workers
- Process class pass extensions as needed
- Knowledge of studio rentals policies, rates and procedures. Spot book studio rentals according to current policy.
- Receive studio rentals payments and follow-up with renters to secure payment
- Address needs of studio tenants and liaise with other staff members about Theater and Commons activity.
- Liaise with adult, fit, and youth faculty and other staff members

Administration/Facilities (These functions adjusted to be relevant to on-line formats when activities are provided virtually)

- Participate in front desk staff meetings
- Enter contact information of new students into MindBody
- Provide administrative support to ODC staff, including (but not limited to): calendar updates, invoicing, data entry, mailings and filing, etc.
- When onsite: Prepare studios and rovers for faculty and clients. Ensuring that signage accurately reflects daily activities

When onsite: Enforce current safety measures laid out by the city and policies placed by ODC to help regulate and minimize contraction of COVID-19.

- When onsite: Maintain materials at the front desk and theater vestibule including hand sanitizer, cleaning supplies, monthly schedules, participant liability forms and current performance/workshop flyers
- When onsite: Keep front desk, theater vestibule, and common areas of the buildings tidy and organized
- When onsite: Communicate with the facility coordinator about building maintenance issues. Communicate with H&S Officer and other staff about health and safety issues in the buildings.
- When onsite: Remain aware of (and report if necessary) any incidents in the building
- When onsite: Open the buildings in the morning, ensuring signs are accurate and areas are clean and ready for clients, lights are on and alarm is disarmed

- When onsite: Close the buildings at night, ensuring that all studios and common areas are restored, all visitors and staff have left the building, the building is appropriately secured, and the alarm is set before leaving
- When onsite: Monitor and adjust temperatures in Commons studios using online Honeywell thermostat system
- Special projects and other duties as assigned.

Compensation

This is an at-will, full-time, hourly role with an expected minimum base of 30 hours per week. This position is eligible for overtime with prior written approval for the Assistant Operations Manager. The role reports directly to the Assistant Operations Manager. Compensation is \$17.00 per hour.

Benefits

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.

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. 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.