

ODC Client Relations Associate

PURPOSE OF POSITION

ODC Client Relations Associates report directly to the ODC Front Desk Manager and represent ODC Commons, ODC Theater and Rhythm & Motion to the general public. This position participates in the reception and registration of all clients at the ODC Dance Commons and Theater. 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. This position also provides administrative support to ODC staff (campus wide) with both regular duties and special projects as assigned.

This part-time option is approximately 12-29 hours and 2-4 days per week. CRAs work at both ODC Commons and ODC Theater; daily duties can vary according to location and events on campus. The full-time option is 30-40 hours and 5 days per week.

REQUIRED QUALIFICATIONS

- Proficiency in Microsoft Office Suite and/or Google
- 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
- Ability to work with a wide variety of internal and external stakeholders (including children and parents).
- Highly organized, detail-oriented, flexible with the ability to multi-task.
- Pro-active problem solver with a "can do," service- oriented attitude.
- **MUST be available weekends and some holidays. All staff are expected to work at least one weekend day per week.**

PREFERRED QUALIFICATIONS

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

DUTIES AND RESPONSIBILITIES

Reception/Registration

- 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
- Understand and explain the different dance styles, levels of classes offered as well as the Rhythm & Motion workout program
- Keep up to date with events happening at ODC Commons & Theater so as to be prepared for questions
- Promptly respond to emails and voicemails; direct inquiries (phone and in person) to the appropriate staff members
- Have new students fill out registration/liability waiver forms
- Sign students into classes and workshops
- 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 & 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 procedure. 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 and youth faculty and other staff members

Administration/Facilities

- Participate in monthly front desk meeting
- Enter contact information of new students into MindBody
- Prepare studios for clients ensuring that signage accurately reflects daily activities.
- Maintain materials at the front desk and theater vestibule including monthly schedules, new student information forms and current performance/workshop flyers
- Loan and collect bike locks and keys to closets & teachers' lounge
- Keep front desk, theater vestibule and common areas of the buildings tidy and organized
- Communicate with the facility coordinator about building maintenance issues
- Communicate with security guards and safety team re: safety issues arising on campus or on our block
- Remain aware of (and report if necessary) any incidents in the building

- Provide administrative and event support to ODC staff, including (but not limited to): program and playbill creation, calendar updates, invoicing, data entry, mailings and filing, etc.
- 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
- 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
- Monitor and adjust temperatures in Commons studios using online Honeywell thermostat system
- Special projects and other duties as assigned.

SALARIES AND BENEFITS

- \$15/ hourly (part-time)
- \$16.25/hourly (full-time)
- Sick time accrued as hours worked
- Free dance classes at the ODC Dance Commons
- Full-time employment includes medical benefits and paid time off
- Complementary tickets, as available, for ODC Theater events and ODC Dance performances

This is at a non-profit organization.

Must be eligible to work in the US.

Please email resume and cover letter to Natalie@odc.dance, referencing "Client Relations Associate" in the subject line. Please indicate whether you are interested in full or part time. 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.