



## Client Relations Associate (Full-Time)

### Background

ODC is a groundbreaking contemporary arts institution, delivering its mission through a world class dance company, an innovative presenting theater and digital platform, a dance school for movers of all ages and abilities, and ODC Heath with initiatives including a fee-free diagnostic and educational Healthy Dancers' Clinic, and a fitness program for all levels and abilities. Guided by Founding Artistic Director Brenda Way, ODC is nationally recognized for its entrepreneurial spirit and artistic innovation. Unique for its fully integrated vision, ODC strives to inspire audiences, cultivate artists, engage community, and foster diversity and inclusion through dance performance, training, and mentorship. ODC operates a two-building campus consisting of a Dance Commons and the ODC Theater in San Francisco's Mission District, and a robust digital program for classes, performances, and engaging dialogue. ODC's programs and activities have contributed to community development, arts education, and access to creative art-making for 50 years.

### Position Summary

ODC Client Relations Associate (CRA) represents ODC Commons, ODC Theater and Rhythm & Motion to the public. This position reports to the Client Relations Manager and is located in the reception area of the ODC Commons and at the Theater entry when needed. The CRA provides a welcoming environment to and registers all clients at the ODC campus (ODC School classes, resident artists, theater 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.

### Roles & Responsibilities

#### **Responsibilities:**

- Record data entry for patrons, renters, artists, and staff: All-access for both campuses.

- Handle guest issues, complaints, requests and proactively resolve matters satisfactory to both guests and campuses.
- Assist with and administer the studios rental program.
- 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 health and safety protocols and procedures.
- Perform Sanitation procedures in studios.
- Maintain digital communications with patrons through emails and incoming calls.
- Operate digital stations 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**

- Minimum 18 years of age and eligible to work in the US
- Based in proximity of the Bay Area to allow regular on-site work on the ODC campus (351 Shotwell Street and 3153 17th Street, San Francisco, CA 94110)
- 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
- Experience working with Mindbody Software and Microsoft Office Software is preferred
- Bilingual skills are a plus

### **Compensation and Time Base**

- The Client Relations Associate position is an at-will, hourly full-time position. Base pay is \$20/hour. This position is based on ODC's San Francisco, CA campus and offices and is on-site only.

- The role earns and accrues ten (10) days per year of paid time off as well as sick leave. In addition, as a member of ODC's full-time staff, this role receives three (3) additional days as floating holidays. This role also receives these paid holidays each year: New Year's Day, MLK or President's Day, Memorial Day or Juneteenth, Independence Day, Labor Day, Thanksgiving Day, and ODC's administrative winter break—which is December 24 – December 31.
- 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), a retirement savings plan and a life insurance plan. Additional benefits include pre-tax commuter deductions, access to tuition-free dance classes at ODC, complimentary tickets to select ODC performances, and a dynamic work environment.

### To Apply

- To apply for this position, please email your current resume and a cover letter to: [HR@odc.dance](mailto:HR@odc.dance)
- Note, please reference "Client Relations Associate (Full-Time)" in the subject line.

**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.*