

MODERN MOTION DANCE SCHOOL

Receptionist Position Description

Working closely with our Leadership Team to transform our organization operations to align with its goals for customer experience; dazzling newcomers and cultivating the village of current families. This person will report to the Director of Operations.

This might be the role for you if:

- You delight in the successes of others
- You LOVE children
- You can work in a fast-paced and noisy workplace with frequent interruptions
- You're a go-getter, self-starter, and people person
- You are familiar with software such as Google G Suite, CRMs (HubSpot, Salesforce, etc), and online forms, and/or you learn systems quickly. We will train the right person!
- You are detail oriented, highly organized and value accuracy over speed
- You want a pivotal role in an organization and making a positive impact on children and youth

This is not the role for you if:

- You're looking for short-term, something quick and easy, we're looking for someone to stay with us for the long haul to see the results of the work being implemented
- You don't like being stretched out of your comfort zone
- You are a procrastinator and make excuses for not getting work done

Responsibilities

- Customer Experience :
 - Responsible for the recruitment and placement of new students into appropriate classes, setting up trial classes, uniform fittings, and communication with the faculty.
 - Deliver a stellar customer experience treating them as valuable members of our community
 - Greet customers each day, providing a memorable and positive experience for potential and existing customers for class placement, uniform sales, performance and event information and registration, etc.
 - Monitor studio exits to ensure dancers are matched with parents, students without parents present are kept safe and comfortable
 - Build professional relationships with customers, get to know them and their needs and assist them in creating new ways to serve customers
 - Serve as the first point of contact in person. Promptly answer incoming phone calls and check messages. Respond to emails and complete tasks by due dates as assigned
 - Maintain detailed logging of all customer interactions Work with potential customers - guiding them through the Enchanting Experience, studio tours, and explanation of our classes, payments, etc.
 - Maintain an organized and clean workspace, studio common areas, and follow daily, weekly, monthly cleaning schedules
- Operational Support
 - Serve as front desk receptionist

- Provide additional support for maintaining student to teacher ratios
- Support all aspects of business operations and administration, sharing ideas and resources for the betterment of the organization
- Ensuring the facility is clean and safe for staff, customers, vendors and complete necessary tasks - cleaning floors, bathrooms, dusting, salt for snow and ice
- Overseeing opening/closing procedures each day
- Create daily logs for the Leadership Team
- Other duties as assigned.