

MODERN MOTION DANCE SCHOOL

Business Operations Specialist (Receptionist) Position Description

Working closely with our Management Team to transform our organization operations to align with its goals for customer experience; dazzling newcomers and cultivating the village of current families.

This might be the role for you if:

- You delight in the successes of others
- You LOVE children and can work in a fast-paced and noisy workplace
- You're a go-getter, self-starter
- You are a software rockstar that knows their way around Google G Suite, CRMs, Canva, databases, online forms, lead tracking and project management. You learn systems quickly.
- 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 :
 - Greet customers each day, providing a memorable and positive experience
 - 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 by phone, email, and in person. Promptly respond to inbound phone, email, and messages within 2 business days.
 - Maintain detailed logging of all customer interactions in HubSpot
 - Work with potential customers - guiding them through the Enchanting Experience
- Operational Support
 - Serve as front desk receptionist, opening and closing of facility, uniform fittings and sales
 - 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 Director
- Other duties as assigned.