

SCHOOL ASSOCIATE

Reports To: School Operations Manager

Area of Responsibility: School of Nashville Ballet

Wage Classification: Part-time, Hourly, Non-exempt

Position Summary: The School of Nashville Ballet seeks an enthusiastic customer service-oriented professional who enjoys engaging with parents and students in a fast-paced team environment. The School Associate will report to the School Operations Manager, with day to day school operations supervised by the School Registrar to ensure accurate and timely entry of information into Mindbody Online, the school's primary software. This position requires a high level of customer service, including extensive written and verbal communication with prospective and current students and their parents, along with the ability to manage multiple projects and maintain a positive solutions-oriented attitude.

Essential Functions and Competencies:

- Greet and direct parents and students upon entry
- Responsible for checking students in and out, for overall safety
- Answer phones and handle a large volume of questions about School of Nashville Ballet and Nashville Ballet, and forwarding inquiries as necessary
- Under the direction of the School Operations Manager, maintain database records and contact logs for all programs with no less than 95% accuracy
- Respond to all inquiries as quickly as possible (same day response preferred, response within 24 hours required), forwarding messages as needed
- Convey information to appropriate school staff as quickly as possible
- Maintain and monitor accurate, neat, and efficient electronic and manual filing systems
- Prepare class rosters in advance for instructors and maintain the accuracy of each class roster throughout the semester
- Cross-check student attendance with Mindbody Online software and faculty rosters
- Follow opening and closing building procedures at the start and finish of each shift as necessary
- Under direction of the Performance and Intensives Manager relay artistic information regarding scheduling, costuming, and other activities as needed to school families
- Other responsibilities as assigned

General Responsibilities:

- Support School Operations Manager and school admin team in school projects as assigned
- Maintain a high quality of verbal and written communication with current and prospective students and parents
- Use point-of-sale software under the direction of School Operations Manager
- Work autonomously and as a member of a group to achieve strategic goals
- Maintain a positive outlook and a proactive, solutions-oriented attitude

- Demonstrated ability to multi-task

Work Schedule:

- Weekdays (2:30-6:00p.m. or 5:00-9:00p.m.)
- Saturdays (8:45a.m.-2:45p.m.)

Physical Demands: The physical demands described here are a non-exhaustive list of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

While performing the duties of this job, the employee is regularly required to handle, feel, talk and hear. The employee is frequently required to stand, walk, and reach with hands and arms above the shoulder. The employee is frequently required to sit and occasionally stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 40 pounds.

Work Environment: The work environment characteristics described here are representative to those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the noise level in the work environment is usually low to moderate.

Work Requirements and Qualifications:

1. Education: Bachelor's degree (preferred but not required) or equivalent experience
2. Knowledge, Skills, and Abilities:
 - Excellent written and verbal communication and interpersonal skills
 - Ability to make decisions and solve problems
 - Word processing/spreadsheet/database skills. MindBodyOnline experience preferred
 - Ability to manage multiple tasks simultaneously
3. Experience: 2 to 3 years of customer service and administrative experience
 - Work with children and families preferred
 - Sales and data management experience preferred
 - Knowledge of the arts and dance preferred
 - Experience with financial accounting a plus

Equipment: standard office equipment, including computer software, phone, copier, etc.