



Job Description

Dance Academy Program Assistant and Box Office Coordinator

Position Summary:

Works as part of a small team to facilitate the smooth functioning of a fast-paced, non-profit performing arts organization. Assists with day-to-day office operations for company and Wellspring Dance Academy; assists with performances and special events; provides support to the Executive Director, Artistic Director, and Board of Directors; and manages other duties as assigned. This position will have significant interaction with students and student families as well as audience members for productions.

Immediate Supervisor: Executive Director

Duties and Responsibilities

Wellspring Dance Academy Administration

- Welcome and assist students and families during Dance Academy classes
- Assist with student registration, attendance, and payment tracking through Jackrabbit
- Communicate with parents/families on issues related to class registrations and scholarships
- Assist with the management of the scholarship program
- Ensure Dance Academy website and social media content is maintained
- Support activities with community partners to plan special performances and appearances at community events (i.e. Baby and Family Expo, local school events, nursing homes, etc.)
- Maintain Dance Academy related electronic and document filing systems

Professional Concert Series Box Office Administration

- Assist with incoming ticket sales management
- Organize pre-purchased tickets for Will Call at all events
- Manage box office functions at events
- Train and lead box office volunteers
- Maintain season patron mailing database

General Office Operations

- Answer telephones, retrieve messages, and assist walk-in patrons
- Manage the general Wellspring email account (respond to messages or forward to other organization members as appropriate)
- Assist Executive Director with other administrative office tasks as needed

Skills and Qualifications

A somewhat flexible schedule and commitment to working evening/weekend office hours and events is required.

The ideal candidate will have experience working in an environment with regular customer interactions. Applicants must have excellent verbal and written communication skills and be comfortable interacting with people in pleasant and difficult situations. Attention to detail is required. Candidates must be extremely organized, dependable, self-motivated, and able to handle multiple priorities in a fast-paced environment. Advanced skills in Microsoft Windows, Microsoft Office products, and social media management are required. Experience with additional resources such as Artful.ly, Mail Chimp, Jackrabbit Class Management System, and Gmail/Google Apps is desired. Applicants must be able to interact with Wellspring patrons in a manner that promotes customer satisfaction and presents a positive image of the organization at all times. Experience working effectively with persons from diverse cultural, social and ethnic backgrounds required. Experience with event and front-of-house duties is highly valued. Experience/Interest in the arts is preferred. Candidates must also have good sense of humor and work well in a team environment.

Estimated Hours and Schedule

- *Office Hours:* an average of 10 hours per week (schedule to be determined)

Interested candidates should submit a COVER LETTER and RESUME to wellspring@wellspringdance.org

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