



Title:	Front Desk Specialist	Classification:	Part-Time (25-30 hours per week)
Location:	Red River Dance & Performing Company		
Reports To:	Program Director		
<b>About Us:</b> Red River Dance is an industry leading, non-profit dance studio that invests in relationships to build strong, physical, technical and creative dancers. We are currently seeking an organized, customer-service-focused individual to join our team as the Front Desk Manager.			
<b>Position Overview:</b> The Front Desk Specialist will support studio operations, primarily during weekday late afternoons and evenings, with potential Sunday shifts based on candidate availability. This role requires a proactive approach to customer engagement and studio administration.			
<b>EDUCATION, EXPERIENCE &amp; TRAINING:</b> <ul style="list-style-type: none"><li>• High school diploma or equivalent</li></ul>			
<b>KNOWLEDGE, SKILLS &amp; ABILITIES:</b> <ul style="list-style-type: none"><li>• Excellent customer service skills with strong oral &amp; written communication skills</li><li>• Proficient with various technologies, including Microsoft Word and Excel</li><li>• Ability to collaborate effectively with team members</li><li>• Self-motivated with a commitment to continued learning</li><li>• Excellent proofreading skills and attention to detail</li><li>• Ability to maintain confidentiality in all aspects of the role</li><li>• Experience with Canva, marketing, and advertising is a plus</li></ul>			
<b>KEY RESPONSIBILITIES:</b> <ul style="list-style-type: none"><li>• Studio Operations: Opening and closing the studio, cleaning daily, and ordering supplies</li><li>• Account Management: Adjusting and monitoring accounts as needed in collaboration with the Director</li><li>• Scheduling &amp; Registration: Creating and managing events and classes in the online scheduling system; processing registrations, class transfers, fee adjustments, and other changes</li><li>• Customer Service: Answering phones, responding to emails and voicemails, assisting customers with inquiries, and providing tours to new dancers and families</li><li>• Communications: Drafting and distributing mass emails and texts</li><li>• Event Support: Assisting with event coordination and serving as a chaperone for Red River Dance events</li><li>• Financial Transactions: Processing payments</li><li>• Marketing Assistance: Supporting the creation of promotional materials for camps and managing social media outlets</li><li>• Additional duties as assigned by the Executive Director, Program Director, or Competition Director</li></ul>			
<b>ESTIMATED WEEKLY SCHEDULE:</b> <ul style="list-style-type: none"><li>• Monday – Thursday: 3:00 pm – 8:30 pm</li><li>• Friday: 3:00 pm – 6:00 pm</li><li>• Sunday afternoons (as needed)</li><li>• Availability for Recital Weekends (2 weekends per year) required</li></ul>			
We look forward to welcoming a positive and proactive individual to our team. If you are interested in making an impact and growing with us, please apply today by sending your cover letter and resume to <a href="mailto:info@redriverdance.com">info@redriverdance.com</a> .			

*\*Red River Dance & Performing Company's Executive Director & Board of Directors reserve the right to update this job description at any time if in the best interest of the organization.*