



Title:	Front Desk Specialist	Classification:	Part-Time (25-30 hours per week)			
Location:	Red River Dance & Performing Company					
Reports To:	Program Director					
About Us: 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.						
Position Overview: 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.						
EDUCATION, EXPERIENCE & TRAINING: <ul style="list-style-type: none">High school diploma or equivalent						
KNOWLEDGE, SKILLS & ABILITIES: <ul style="list-style-type: none">Excellent customer service skills with strong oral & written communication skillsProficient with various technologies, including Microsoft Word and ExcelAbility to collaborate effectively with team membersSelf-motivated with a commitment to continued learningExcellent proofreading skills and attention to detailAbility to maintain confidentiality in all aspects of the roleExperience with Canva, marketing, and advertising is a plus						
KEY RESPONSIBILITIES: <ul style="list-style-type: none">Studio Operations: Opening and closing the studio, cleaning daily, and ordering suppliesAccount Management: Adjusting and monitoring accounts as needed in collaboration with the DirectorScheduling & Registration: Creating and managing events and classes in the online scheduling system; processing registrations, class transfers, fee adjustments, and other changesCustomer Service: Answering phones, responding to emails and voicemails, assisting customers with inquiries, and providing tours to new dancers and familiesCommunications: Drafting and distributing mass emails and textsEvent Support: Assisting with event coordination and serving as a chaperone for Red River Dance eventsFinancial Transactions: Processing paymentsMarketing Assistance: Supporting the creation of promotional materials for camps and managing social media outletsAdditional duties as assigned by the Executive Director, Program Director, or Competition Director						
ESTIMATED WEEKLY SCHEDULE: <ul style="list-style-type: none">Monday – Thursday: 3:00 pm – 8:30 pmFriday: 3:00 pm – 6:00 pmSunday afternoons (as needed)Availability for Recital Weekends (2 weekends per year) required						
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 info@redriverdance.com .						

**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.*