

Eastside Dance | Studio Administrator

Eastside Dance is a welcoming and inclusive studio where anyone can learn to dance. As the Eastside Dance Office Administrator, you will be the face of our dance studio! You will greet our families at our front desk, answer any questions they may have, and help our families feel welcome and supported! It's the Office Administrator's job to embody the values of Eastside Dance and create an inviting and inclusive atmosphere for every person who *dances* through our doors. If you're an effective communicator, detail-oriented, organized, eager to grow in studio management, love working with kids & families, and enjoy dancing, this could be a fantastic opportunity for you!

Responsibilities:

- Greet all families by name to the studio.
- Build positive and supportive relationships with studio families, familiarizing yourself with student class schedules, styles they are interested in, and their family's dance goals.
- Follow up with customer emails, phone calls, and text messages.
- Successfully enroll prospective students using effective communication and selling techniques
- Process student enrollment, including explaining waivers and studio policies, setting up accounts in Dance Studio Pro (our software system), and accurately processing payments, credits, and refunds.
- Provide exceptional customer service by being an expert in operational procedures, class schedules, and studio policies, thoroughly and happily answering customer questions and concerns, and helping customers with deep empathy and kindness.
- Supports student needs while onsite – help get them water, show them the restroom, call parents if they are sick, etc.
- Maintain student attendance records, record absences, and schedule make-up classes.
- Take engaging photos (with studio iPhone) of dancers in class for studio communications.
- Attend in-person staff meetings outside of regular shift hours (2-5 hours per/month)
- Assist instructors with music or video uploads to the Eastside Dance Portal as needed.
- Help plan, organize, and run camps and studio events (e.g. Spring Performances, Open Houses, Watch Weeks, etc.)
- Collaborate with other admin and leadership teams about studio growth and goals.
- Daily studio cleaning.

Required Skills:

- Must be available to work from ~3-9 pm on Monday – Friday, and occasionally fill in for other office administrators on the weekends.
- Enthusiastic, energetic, positive attitude, personable
- Excellent customer service skills
- Passionate about dance education and working with kids/families
- Excellent verbal and written communication skills
- Detail-oriented, organized, and confident with basic math
- Eagerness to learn new tech platforms – experience with Microsoft Teams and Office a plus
- Solution-oriented mindset, resourceful, and ability to problem solve independently (when needed)
- Multitasker in a fast-paced and busy environment (our lobby!)



- Ability to work a few hours remotely during studio closures (Winter and Spring Breaks)

Job Type: Part-Time (~30 hours/week)

Pay & Benefits:

- \$16.28 to \$20/hour (DOE)
- Enroll in two Eastside Dance classes for anyone in your household, tuition-free.
- Up to 5 hours of paid volunteer hours

We are committed to creating a diverse and welcoming workplace that includes instructors with diverse backgrounds and experiences. People of color, women, LGBTQIA+, veterans, and persons with disabilities are encouraged to apply. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or status as a protected veteran. Learn more about Eastside Dance here: <https://eastside-dance.com/about-us>.