



Position Title: Customer Service Representative

Reports to: Customer Service Coordinator

Position Description:

We are a studio that cares about our customers and our priority is to enhance lives through dance and fitness. We need someone equally passionate and invested to share our journey. Our ideal Customer Service Representative is bubbly, enthusiastic, hardworking, friendly, passionate about customer service and able to help people feel welcome. You'll be the first point of contact for new and current customers taking pride in providing the best experience to our families. Strong administrative skills is a must. Experience with dance is a plus but not required.

Position Responsibilities and Objectives:

- Greeting and welcoming new and current dancers and fitness participants
- Assisting with student enrollment, scheduling, and payments
- Offering assistance and welcoming new fitness participants
- Responsible for answering phone calls, responding to emails and having face to face interactions
- Assisting families/students as needed
- Keeping the studio and front office area clean and organized
- Processing sales of studio merchandise
- Opening and preparing lobby areas and studio rooms in advance of student/family arrivals
- Cleaning common areas and studio rooms
- Handling other tasks as assigned
- Assisting with administrative tasks at performances and events (tickets, merchandise sales, etc.)

Position Qualifications:

- Bubbly, enthusiastic, hardworking, friendly, able to help people feel welcome
- Ability to communicate effectively with parents, dancers of all ages and fitness participants
- Excellent phone and in-person etiquette
- A strong willingness to learn
- Ability to multitask, prioritize and work under pressure
- Attention to detail and quality
- General office administration skills in keeping the studio organized
- Proficient in Google Docs, Forms and Sheets and ability to learn studio software
- Dependable, patient, self-disciplined with ability to handle multiple tasks
- Punctuality and commitment to work schedule and willingness to fill in for others' shifts if needed

Work Schedule:

- 12 - 30 hours a week depending on availability and interest
- Shifts include: Monday - Friday 4:00 – 9:00 pm, Saturday: 8:00 am - 1:30 pm, Sunday: 11:00 - 7:00 pm, plus major performances/studio events