

Section I - Job Identification	
Job Title:	Academy Administrative Assistant
Department:	Charlotte Ballet Academy
Reports To (Job Title):	Charlotte Ballet Academy Administrative Manager
Section II - Job Purpose, Scope & Responsibilities	
Job Purpose: Serves as a contact for all Academy students and parents. Assists with daily Academy administrative functions as needed.	

Job Duties and Responsibilities:		
1.	Front Desk 50%	<ul style="list-style-type: none"> Answers company phone, forwards messages to appropriate employee, accepts deliveries, announces visitors to appropriate employee, monitors entrances and pushes button for entry
2.	Academy Project Support 50%	<p>Job duties and responsibilities may include, but are not limited to:</p> <p>National Audition Tour & Summer Intensive</p> <ul style="list-style-type: none"> Assists with National Audition Tour Pre-Registrations via Academy CRM and the Charlotte Ballet website (pulling registration excels, mail merging registration forms, contacting consumers if incorrect account information, monitoring audition payments via MindBody, answering pre-registration questions via phone, etc.) Assists with National Audition Tour data entry Assists with National Audition Tour result email communications Assists with Summer Intensive Registrations (processing payments, data entry, etc.) <p>Academy Registration and Mailings</p> <ul style="list-style-type: none"> Assists with entering and maintaining records in Academy CRM database Assists with processing School Year registrations and payments, answers questions regarding registration Assists in pulling Academy related reports as needed Creates flyers as needed for Academy closings, open classes, special events, etc. Assists with mass mailings to Academy students for Summer Placements, Fall Student Evaluations and Placements, and/or any promotional materials for upcoming events or classes Manages walk-up sales and processes payments for Adult Open Division classes <p>Children's Cast Support</p> <ul style="list-style-type: none"> Assists with <i>Nutcracker</i> & Spring Story Book audition, registration, and rehearsal related questions and processes

Section III - Job Dimensions and Qualifications

Positions Supervised:	None
Internal Contacts:	Academy Staff
External Contacts:	Academy parents, students, and prospective families
Education Level & Focus:	High School diploma required. Some college preferred.
Years and Type of Related Experience Required:	1-3 Years of Administrative experience preferred.
Professional/Technical Competencies:	Front desk phone system, basic computer skills, Word, Excel, Publisher, Database Software, Credit Card Processing, Copy Machine, Postage Machine, Customer Service Skills