

# ACADEMY ADMINISTRATIVE ASSISTANT – JOB DESCRIPTION

<b>Section I - Job Identification</b>	
<b>Job Title:</b>	Academy Administrative Assistant
<b>Department:</b>	Charlotte Ballet Academy
<b>Reports To (Job Title):</b>	Academy Experience Manager
<b>Classification:</b>	Part-time (10 – 27 hours available); Non-Exempt
<b>Section II - Job Purpose, Scope &amp; Responsibilities</b>	
<b>Job Purpose:</b> Serves as first contact to Charlotte Ballet’s visitors, guests, and callers. Provides welcoming, informative, and professional reception in support of all the organization’s departments. Assists with daily Academy administrative functions as needed.	

<b>Job Duties and Responsibilities:</b>		
<b>1.</b>	25 - 50%	<p><b>Front Desk Reception</b></p> <ul style="list-style-type: none"> <li>• Monitor main entrances, push button for entry, greet visitors</li> <li>• Accept deliveries, announce visitors to appropriate employees</li> <li>• Take messages, direct queries to correct department/employees</li> <li>• Address general questions from walk-up visitors</li> <li>• Answer Charlotte Ballet main phone line; Forward calls &amp; messages</li> <li>• Sorting incoming mail</li> </ul>
<b>2.</b>	50 - 75%	<p><b>Academy Administration</b></p> <p>Academy Registration and Mailings</p> <ul style="list-style-type: none"> <li>• Assist with entering and maintaining records in CRM database</li> <li>• Assist with processing registrations &amp; payments, answer questions regarding placement classes and registration</li> <li>• Assist in pulling Academy related reports as needed</li> <li>• Create flyers as needed for Academy announcements</li> <li>• Assists with mass e-mailings to Academy families for Summer Placements, Fall Student Evaluations and Placements, etc.</li> <li>• Process payments for Adult Drop In Division classes</li> </ul> <p>National Audition Tour &amp; Summer Intensive</p> <ul style="list-style-type: none"> <li>• Assists with National Audition Tour Pre-Registrations via CRM</li> <li>• Assists with National Audition Tour data entry &amp; result emails</li> <li>• Assists with Summer Intensive Registrations</li> </ul> <p>Children’s Cast Support</p> <ul style="list-style-type: none"> <li>• Assists with Nutcracker &amp; Spring Story Book audition, registration, and rehearsal related questions and processes</li> <li>• Assists with additional Academy performances as needed</li> </ul>

<b>Section III - Job Dimensions and Qualifications</b>	
<b>Positions Supervised:</b>	None
<b>Internal Contacts:</b>	Charlotte Ballet Staff, Faculty, and Artists
<b>External Contacts:</b>	Academy Parents, students, and prospective families; Visitors, guests, vendors
<b>Education Level &amp; Requirements:</b>	High School diploma required. At least two years of receptionist related experience required. Must have a flexible schedule to include nights and weekends, and the ability to work in a fast paced, high volume event environment. Must be outgoing, welcoming, attentive to detail, and professional. Must prove strong communication and organizational skills.
<b>Related Experience:</b>	2 – 3 Years of Receptionist experience preferred.
<b>Shifts:</b>	Separate Morning and Evening Shifts Available.
<b>Compensation:</b>	Based on experience
<b>Professional/Technical Competencies:</b>	Front desk phone system, basic computer skills, Word, Excel, Publisher, Database Software, Credit Card Processing, Copy Machine, Postage Machine, Customer Service Skills

