

# 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 student check-in and dismissal, and additional Academy administrative functions as needed.	

<b>Job Duties and Responsibilities:</b>		
<b>1.</b>	50%	<p><b>Front Desk Reception and Facility Upkeep</b></p> <ul style="list-style-type: none"> <li>• Monitor main entrance and exit, push button for entry, check students in by verifying daily health screens</li> <li>• Assist with student pick up as evening classes conclude</li> <li>• Accept deliveries and sort incoming mail</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>• Disinfect and maintain reception cleanliness</li> <li>• Assist day porter with disinfecting studios between classes as needed</li> <li>• Provide Zoom support to Academy instructors as needed</li> </ul>
<b>2.</b>	50%	<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> </ul> <p>Assists with additional Academy performances as needed</p>

<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; Saturday availability a plus
<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




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