



Charlotte Ballet Academy

Job Description - Academy Experience Manager

The Academy Experience Manager is responsible for all customer-facing aspects of the Academy, including: Academy Communication, Academy Course Registration, Front Desk/arrival experience, Audition scheduling, Rehearsal Space management, Supervision of Front Desk staff, and receiving of inquiries. The position must be highly organized and possess superior communication skills both verbally and in writing to many different audiences. The AEM will work cross-departmentally with Marketing/Communication, Development, Education, and Production.

Charlotte Ballet Academy's mission is to offer the highest quality of dance instruction in ballet, modern and jazz technique to students ages three through adult. Our students learn in a nurturing and structured environment that encourages individuality, creative expression, and an appreciation for the art of dance.

Charlotte Ballet's mission is to provide artistically excellent programming to diverse audiences in its home city of Charlotte, the Southeast region, and to the varied communities it serves while on tour across the nation. Charlotte Ballet is a Charlotte-based, world class repertory dance ensemble. It performs classic, contemporary, and cutting-edge dance with virtuosity, energy, and artistic excellence for local, statewide, and national audiences. Charlotte Ballet's collective talents provide the opportunity and give us the responsibility to challenge, stimulate, educate, entertain, and thereby enrich our audiences.

Due to current pandemic circumstances and acknowledging the highest care for our employees, students, patrons, and partners, Charlotte Ballet is requiring any successful candidates to be fully vaccinated. Candidates should be prepared to submit proof of vaccination upon hire, barring any medical or religious exemption from the vaccination process.

The Academy Experience Manager will report to the Charlotte Ballet Academy Director.

Job Description

Academy Communications/Patron Experience

- Registration facilitator for all Academy classes, drop-in programming, UNCC Certificate Program students, Pre-Pros, Summer Intensives, and National Audition Tour
- Develop and execute all External Communication to Academy families/patrons for Registration Schedules, Audition Schedules, Academy Programming/Events, and all updates throughout the Academy year
- Maintain and update Academy web pages and private Facebook group; partner with Marketing/Communication for updates to public social media
- Create and distribute Nutcracker cast communications
- Serve as the primary point of contact for all external Academy inquiries or concerns,
- Publish all front-facing policies and procedures (including, but not limited to school year dress code, performance packets and other important reference documents for families)
- Maintain and be the Subject matter expert for the parent portal home page; including maintenance and updates (Quick Links to important reference documents, banner alerts)
- Serve as the primary point of contact for Parent Guild President to support volunteer training/needs

Academy Operations

- Facilitate all Placement Testing and support the creation and execution of Exam schedules
- Coordinate and facilitate studio rentals/reservations both internally and externally (including necessary administrative, security and accompanist needs)
- Facilitate additional Academy events (Back to School night, Parent Guild meetings)
- Coordinate student teaching assistants for duration of each school year
- Participate in front desk shifts as needed (nights, weekends at times)
- Oversee health policy compliance for all Academy faculty and students

Administration/Personnel management

- Manage Academy Administrative Coordinator, including delegation of tasks and oversight of the Front Desk guest experience
- Oversight of summer interns/volunteers

Education, Qualifications, and Competencies

- Bachelors' Degree in Arts, Business, Communication, Marketing or related fields or appropriate experience

Required experience:

- 3-5 years of Customer Service experience with diverse customer demographic
- 1-3 General Management and/or Training of a customer service or multi-tiered team
- 1-3 years Demonstrated verbal/written communication

Preferred experience:

- Experience with a Performing Arts organization highly preferred

FLSA Status/Classification

The Academy Experience Manager will be considered Full-time and Exempt in status.

Compensation and Benefits

- Compensation: beginning at \$48,000 annual, commensurate upon experience
- Benefits include: PTO, Sick Time, Paid Holidays, 403(b) Retirement Plan, Medical/Dental/Vision, Short/Long Term Disability, FSA

Charlotte Ballet is an Equal Opportunity Employer, and as such, we recognize our responsibility to embrace and promote Diversity, Equity, and Inclusion (DEI) throughout all aspects and levels of our organization including artistic programming, talent recruiting and retention, training, workplace culture, and community engagement.