



Job Description

TITLE: Customer Experience Team Member

DEPARTMENT: Inter-departmental
GRADE: Part Time, Hourly, evenings and weekends
COMPENSATION: \$16 per hour
FLSA: Non-Exempt

POSITION SUMMARY:

The Customer Experience Team is the first point of contact for Ballet Austin's customers. Customer Experience Team members welcome customers and patrons, provide Ballet Austin program information, answer questions, and process transactions, creating an overall customer experience of excellence, while ensuring the safety, security and well-being of Ballet Austin customers and staff.

ESSENTIAL FUNCTIONS:

- Maintain knowledge of Ballet Austin programs and current product offerings
 - Butler Center for Dance & Fitness programming
 - Pilates Center programming
 - Academy/Young Children's offerings/schedules and registration information
 - Upcoming Ballet Austin productions and ticket purchasing options
 - Ballet Austin giving opportunities
 - Education programming
 - Community Programming
- Ensure guests and customers are greeted and assisted as they enter the building or call
- Maintain a comprehensive working knowledge of MINDBODY Online, and a basic knowledge of online ticket purchasing methods to process transactions and ensure accurate accounting of sales, class attendance, and programs.

OTHER ACCOUNTABILITIES:

- Other duties as assigned when hours permit

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Ability to work nights and weekends

EDUCATION AND EXPERIENCE:

- Training and experience in MINDBODY software
- Computer aptitude and data base experience
- Knowledge of principles and practices of customer experience, customer service, and customer relations
- Proficient knowledge of Microsoft Office Suite

COMPETENCIES -- KNOWLEDGE, SKILLS AND ABILITIES:

- Collaboration
- Effective Communicator
- Customer Focused
- Values Differences
- Resourcefulness
- Situational Adaptability
- Instills Trust

ORGANIZATIONAL RELATIONSHIPS:

- Reports to Butler Center for Dance & Fitness Director
- Supports all Ballet Austin departments

TO APPLY:

Please email cover letter and resume to Vicki Parsons at vicki.parsons@balletaustin.org

BACKGROUND SEARCH REQUIRED

NEW HIRES WILL BE ASKED TO PROVIDE PROOF OF COVID-19 VACCINATION

Ballet Austin is committed to enhancing the diversity of our student body, faculty, and staff. Hiring and other employment-related decisions are made on the basis of an individual's qualifications, past experience, overall performance and other employment-related criteria. In conjunction with Ballet Austin's commitment to increasing the racial diversity within our organization, we are particularly interested in receiving inquiries from applicants of color. It is the policy of Ballet Austin to provide equal opportunities for employment and advancement for all individuals, regardless of age, gender, race, religion, color, disability, veteran status, sexual orientation, national origin, or any other legally protected category.