I. TITLE: Customer Experience Team Member
   a. DEPARTMENT: Inter-departmental
   b. GRADE: Part Time, Hourly (7:45am – 12:00pm M-F)
   c. FLSA: Exempt
   d. COMPENSATION: $17 per hour

II. POSITION SUMMARY:
   a. The Customer Experience Team Member is a high-energy people person who serves as the first point of contact for Ballet Austin’s customers. This position is responsible for identifying customer needs, responding to customer queries, processing transactions, and creating an exceptional customer experience while collaborating with Ballet Austin departments to optimize customer services and brand awareness.

III. ESSENTIAL FUNCTIONS:
   a. Set the standard for the highest level customer experience strategy
   b. Maintain knowledge of Ballet Austin programs and current product offerings within each department
      i. Butler Center for Dance & Fitness programming
      ii. Pilates Center programming
      iii. Ballet Austin productions
      iv. Academy and Summer Intensive
      v. Ballet Austin giving opportunities
      vi. Education programming
      vii. Community programming
      viii. Ballet Austin programming at the Dell JCC
   c. Ensure guests and customers are greeted and assisted in-person, by phone or by email.
   d. Maintain a comprehensive working knowledge of MINDBODY Online in order to ensure accurate class sales, attendance, and troubleshooting
   e. Complete administrative tasks in a timely manner such as inventory, event calendar postings, and other assignments as needed

IV. OTHER ACCOUNTABILITIES:
   a. Other duties as assigned when hours permit

V. PHYSICAL DEMANDS AND WORK ENVIRONMENT:
   b. Work a regular shift on-site at Ballet Austin with ability to work nights and weekends as needed occasionally
VI. EDUCATION AND EXPERIENCE:
   a. Training and experience in MINDBODY Online Management System
   b. Computer aptitude and data base experience
   c. Knowledge of principles and practices of customer experience, customer service, and customer relations
   d. Proficient knowledge of Microsoft Office Suite, especially excel

VII. COMPETENCIES -- KNOWLEDGE, SKILLS AND ABILITIES:
   a. Collaboration
   b. Effective Communicator
   c. Customer Focused
   d. Values Differences
   e. Resourcefulness
   f. Situational Adaptability
   g. Instills Trust

VIII. ORGANIZATIONAL RELATIONSHIPS:
   a. Reports to Butler Center for Dance & Fitness Director
   b. Supports all Ballet Austin departments

TO APPLY:

Please email cover letter, completed application 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.