



JOB DESCRIPTION

TITLE: Customer Experience Associate

Reports to: Director of Operations

Department: Operations

Grade: Part-time, Hourly (approximately 15–20 hours per week; evenings and weekends required)

Compensation: \$15 per hour

FSLA: Non-Exempt

POSITION SUMMARY

The Customer Experience Associate ensures that Ballet Austin is a safe, welcoming, and well-maintained environment for students, families, and staff. This position balances hands-on monitoring and building operations support with strong relationship-building skills, helping to create a positive experience for families and students attending classes.

The ideal candidate demonstrates confidence, strong communication skills, and the ability to engage well with parents and students while maintaining a professional focus on safety, organization, and operational excellence.

ESSENTIAL FUNCTIONS

- **Facilities Oversight**
 - Monitor campus to maintain a safe, orderly, and welcoming environment.
 - Manage traffic flow in parking lots and adjoining areas as needed.
 - Provide light facilities upkeep and support, including outdoor perimeter.
 - Assist with building operations, including event setup and special events.
- **Customer Engagement**
 - Develop and maintain strong positive relationships with students and parents.
 - Provide clear communication about schedules, events, and general information.
 - Support classroom and waiting area behavior norms to ensure a positive experience for all families.

OTHER ACCOUNTABILITIES

- Must have reliable transportation.
- Must be available evenings and weekends as scheduled.
- Other duties as assigned.

PHYSICAL DEMANDS & WORK ENVIRONMENT

- Frequent standing, walking, bending, and light physical activity.
- Ability to lift and transport objects and equipment (up to 50–70 lbs).

EDUCATION & EXPERIENCE

Required:

- Strong interpersonal and communication skills.
- Ability to maintain order and address situations calmly and effectively.
- Basic knowledge of Microsoft Office applications.
- Recognizes and reports facility needs to support proactive maintenance and ensure a safe, functional environment.

Preferred:

- Experience working with children and families in a public-facing role.
- Prior experience in customer service or education/arts settings.
- Spanish language skills are a valued asset.

COMPETENCIES – KNOWLEDGE, SKILLS, AND ABILITIES

Dependable, punctual, and trustworthy.
Confident and collaborative.
Effective verbal and written communicator.
Customer-focused with strong emotional intelligence.
Resourceful and adaptable to varied situations.
Values differences and fosters inclusivity.
Attention to detail and organizational skills.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director of Operations

Supports: Academy, Butler Center for Dance and Fitness, Operations, and Staff

TO APPLY

Please email cover letter and resume to: billie.bledsoe@balletaustin.org

Background check required.

BALLET AUSTIN STATEMENT

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

