



Job Description

TITLE: Customer Experience Team Member

REPORTS TO:	Director of Operations
DEPARTMENT:	Operations
GRADE:	Full-Time Salary & Part-Time Hourly positions available Schedule will include Weekend and Evening hours
COMPENSATION:	Based on Experience
FLSA:	Non-Exempt

POSITION SUMMARY:

The Customer Experience Team serves as the first point of contact for Ballet Austin customers, students, and visitors, providing exceptional customer service, program information, transaction support, and administrative assistance across the organization. This role helps ensure a welcoming, efficient, safe, and positive experience for customers, students, patrons, and staff.

ESSENTIAL FUNCTIONS:

Customer Experience Responsibilities:

- Set the standard for the highest-level customer experience strategies and protocols
- The Customer Experience Team ensures customer experience strategies and protocols
- Maintain knowledge of Ballet Austin programs and current product offerings within each department
 - Butler Center for Dance & Fitness programming
 - Ballet Austin productions and ticketing
 - Academy and Summer Intensive
 - Ballet Austin giving opportunities
 - Education programming
 - Community and wellness programming
 - Ballet Austin programming at the Dell JCC
- Maintain a comprehensive working knowledge of MINDBODY Online to ensure accurate sales, attendance, and troubleshooting.
- Handle specialized tasks related to customer profiles, promotions, and sales.
- Complete administrative responsibilities in a timely manner such as inventory management, event calendar postings, private Pilates client reconciliations, and client type updates.
- Facilitate clear communication between Ballet Austin and group leaders, ensuring compliance with Ballet Austin's policies.
- Maintain a comprehensive working knowledge of the Tessitura Ticketing system to process transactions and support Box Office sales and data projects.
- Continue day-to-day box office duties as assigned and support the box office at performances throughout the season.

OTHER ACCOUNTABILITIES:

- Provide administrative and operational support to departments throughout Ballet Austin as assigned.
- Assist with special events, performances, programs, and other organizational activities as needed.
- Perform other duties and responsibilities as assigned by the Director of Operations.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

- Ability to perform in highly public-facing and requires frequent, direct interaction with patrons, students, families, artists, staff, and other members of the public. Employees must be comfortable working in close proximity to others and communicating clearly and effectively in person.
- Ability to work weekends, evenings, and cover additional hours as needed.
- Ability to stand and move throughout the facility for extended periods.
- Ability to work in a fast-paced environment and effectively manage multiple customer needs and priorities.
- Ability to lift and move objects weighing up to seventy pounds.
- Frequently required to stand, walk and utilize hand and finger dexterity, climb, bend stoop, kneel and crawl

EDUCATION AND EXPERIENCE:

- Computer aptitude and database experience
- Knowledge of principles and practices of customer experience, customer service, and customer relations
- Proficient knowledge of Microsoft Office Suite, especially excel

COMPETENCIES -- KNOWLEDGE, SKILLS AND ABILITIES:

- Collaboration
- Effective Communicator
- Customer Focused
- Values Differences
- Resourcefulness
- Situational Adaptability
- Instills Trust
- Ability to lift 50 lbs.

ORGANIZATIONAL RELATIONSHIPS:

- Reports to Director of Operation
- Supports all Ballet Austin departments

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.