OFFICE ASSISTANT – SAN DIEGO CIVIC YOUTH BALLET – BALBOA PARK

JOB DESCRIPTION:

Responsible for providing administrative support to SDCYB staff. These duties include but are not limited to: reception, enrolling students for classes, and general office maintenance. Minimum of 2 years customer service/retail experience required, non-profit and/or dance front desk experience strongly preferred. Ideal candidates will have strong written and verbal communication skills, computer skills, and display excellent judgment, professionalism and flexibility. This individual will report to the Administrative Manager and will work in a fun and respectful, kid-friendly environment. Bilingual candidates strongly encouraged to apply.

This position averages 20-25 hours per week. Mon.-Fri., 4:00-9:00 pm and Saturday 8:30-3:30 pm availability required. Additional Saturdays and Sundays during performances.

DUTIES AND RESPONSIBILITIES:

Handle reception, including:
- Answer the phone/Check Messages
- Greet students and parents and answer questions as needed
- Register students/process payments
- Sell tickets to productions/events
- Resolve customer service issues, elevating them when appropriate

Maintain office cleanliness and order, including:
- Ensure concessions area is stocked in an appropriate manner
- Maintain concessions inventory
- Take out trash/recycling
- Light cleaning of office

REQUIRED QUALIFICATIONS:

- Minimum two years exceptional customer service experience.
- Demonstrated strong written and oral communication skills.
- Bilingual in Spanish preferred.
- Desire to work in a family/child friendly environment.
- Demonstrated ability to work independently and as a team.
- Microsoft Office software (Word, Excel, online enrollment system, box office)
- Knowledge of general office machines and telephone system.
- Ability to maintain excellent customer service skills in high volume environment.
- High degree of discretion dealing with confidential information.
- Ability to lift/push/pull minimum 20 lbs., maximum 60 lbs.
- Ability to work a flexible schedule, M-F evenings and weekends required.