

# Dance Studio Office Assistant – Job Description

## Position Overview

The Dance Studio Office Assistant is the first point of contact for families, dancers, and guests. This role supports daily studio operations by handling administrative tasks, customer service, scheduling, and communication to ensure the studio runs smoothly and professionally.

## Key Responsibilities

### Front Desk & Customer Service

- Greet parents, dancers, and visitors in a warm, professional manner
- Answer phones, texts, and emails promptly
- Provide accurate information regarding classes, tuition, schedules, events, and policies
- Assist with new student inquiries and enrollment

### Administrative Support

- Manage attendance, class rosters, and student records
- Process tuition payments, registration fees, and invoices
- Track late payments and communicate payment reminders as needed
- Assist with recital fees, costume payments, and event registrations

### Scheduling & Communication

- Assist with class schedules, calendar updates, and studio events
- Send studio announcements, reminders, and updates to parents and staff
- Maintain organized digital and paper files

### Studio Operations

- Support check-in and check-out procedures for dancers
- Monitor lobby flow and enforce studio policies
- Assist during rehearsals, performances, competitions, and events as needed
- Maintain a clean, organized, and welcoming front office and lobby area

## Qualifications & Skills

- Strong communication and customer service skills
- Highly organized and detail-oriented
- Comfortable handling money and basic bookkeeping tasks
- Ability to multitask in a fast-paced environment
- Proficient with email, scheduling systems, and basic office software
- Experience in a dance studio, school, or customer-facing role is a plus

## Personal Attributes

- Friendly, professional, and dependable
- Calm under pressure and solution-oriented
- Passionate about working with children and families
- Able to maintain confidentiality and professionalism at all times

## **Work Environment**

- Evening and weekend availability required
- Fast-paced, energetic dance studio setting
- Frequent interaction with parents, students, and staff

## **Compensation**

- Hourly pay (based on experience)
- Opportunities for growth within the studio