

# TBT

## TEXAS BALLET THEATER

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Hiring Company Name: Texas Ballet Theater

Hiring Company Industry: Performing Arts

Position Title: Texas Ballet Theater School Coordinator, Full Time

Reports To: Texas Ballet Theater – School Business Manager

Location: Fort Worth, TX

Through the vision of TBT Artistic Director, Ben Stevenson, O.B.E. and under the strategic leadership of TBT Executive Director, Vanessa Logan, it is Texas Ballet Theater School's mission to inspire, develop and sustain a love of dance in every student. The breadth and depth of the dance education the school provides, coupled with the expertise of its faculty and connection to a world-class company, makes Texas Ballet Theater School a unique model among dance schools.

Texas Ballet Theater is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees. Texas Ballet Theater is committed to equality and social justice. We commit to a safe space for LGBTQ+ communities.

### **What We Have to Offer You**

- Benefit package which includes health and dental insurance, time off benefits and matching 403B (within allowable limits)
- A respected and successful company
- Being a part of the arts while investing in the Fort Worth and Dallas communities
- A leadership team dedicated to students and dancers and to achieving the mission
- This position is non-exempt
- Safety is a priority – vaccine mandated

### **About Your Manager**

- Reports to the School Business Manager
- Mission focused with a love of dance
- Task driven, with expectation of open communication
- Kind

### **DEPARTMENT DESCRIPTION**

Texas Ballet Theater School (TBTS) Fort Worth Front Desk serves as the liaison and frontline contact for all families, students, parents, faculty, and staff. The front desk team experiences both the joy of happy students as they expand their knowledge of dance and frustrated students and parents around a variety of issues such as tuition, policies, casting decisions and class schedules.

## **RESPONSIBILITIES**

- Represents TBTS professionally on all calls and correspondence with a professional and warm demeanor
- Serves as 'front line' for TBTS to answer questions from students and parents regarding items such as tuition payments, class schedules, policies
- Assists School Business Manager with scheduling front desk team members to ensure 100% front desk coverage throughout the year based on various programs to include day and night classes, after school classes, adult classes, and summer programming
- Works at the front desk during class hours, handles check-in, records pass and takes payments as needed
- Answers phone calls and manages email communication throughout the week
- Able to clearly and effectively communicate school policies
- Advanced administrative work including processing and accepting payments, updating documents, calendars, including studio scheduling, classes, rehearsal, special events and front desk schedules.
- Communicates regularly with School Business Manager on scheduling issues
- Stocks office with first-aid items and office supplies, notifies School Business Manager when supplies need to be replenished
- Assists School Business Manager as needed with events, performances and managing volunteer staff, backstage coordination, check in sheets, costume orders and measurements for spring performances and as well as performances for the TBTS Ensemble and Performance group
- Verify hours from Jackrabbit against school logs, identifying discrepancies, working with School Business Manager to reconcile
- Serves as primary point of contact for the Fort Worth School Principal, and Associate Director of Schools, with administrative front desk tasks
- Closing procedures, including, but not limited to:
  - Safely check-out all students to parents as they are dismissed
  - Check all restrooms and studios for trash and lost & found items
  - Secure the building for the night

## **WEEKLY WORK HOURS**

- Average work week: 30-35 hours per week
- Availability to work, as needed:
  - Regular schedule normally: Monday-Friday: - 3:30-8:45pm
  - Summer hours may shift to 8am-4pm
  - Rotating Weekends (as needed)
  - Saturdays: 12-5pm
  - Sundays: Sunday afternoon times vary by time of year
  - Scheduling of team members must cover all needed hours
- Availability to work events as needed and assigned, such as performances and shows
- \$15.00 per hour

## **REQUIRED SKILLS**

- Pleasant demeanor both in speech and attitude with customers, parents, students, and co-workers.
- Administration experience required with preferred people management skills.
- Strong written communication skills required.
- Experience in ballet or working with a ballet or dance school is preferred, but not required.
- Demonstrated capability and maturity to protect confidential information and build trust and rapport with parents, students, and staff.
- Display organizational values by keeping commitments and upholding organizational mission and values.
- Initiative-taking style, able to move forward and implement decisions even when obstacles are encountered.
- Dynamic, energetic, creative, and socially adept with demonstrated people skills.

## **EDUCATION:**

High school graduate. Associate degree is preferred.

## **Attributes Needed to Be Successful**

**Passion** - For the art form and a deep understanding of, or willingness, to learn.

**Diplomacy** – The ability to build trust, have a sense of purpose and tactfully manage challenging and sensitive issues.

**Communication Skills** - Active listening skills, empathy, patience, positive attitude, honest and open-minded, ability to manage body language and a desire for continuous improvement. Strong influencer and communicator able to execute TBTS vision and rally support with students, parents, front desk team members, faculty, and staff.

**Professional Accountability and People Skills** –The willingness to accept responsibility for actions and results, reevaluate, and develop long-term relationships with people across the organization and throughout the TBTS community.

**Customer Focus** – The capacity to anticipate, meet, and frequently exceed customer, faculty and staff needs in a highly service-oriented environment.

**Planning and Organizing** - Use practical and efficient approaches in creating action plans that ensure work is effectively completed and desired outcomes are reached.

**Represents TBT with integrity, credibility, and curiosity.**

## **COMPUTER SKILLS**

To perform this job successfully, an individual should have core knowledge of Microsoft Office Suite, Excel, and Word skills. Familiarity with Jackrabbit is a plus along with a willingness to learn latest programs.

## **APPEARANCE AND GROOMING**

All staff members are required to follow the guidelines set forth by Texas Ballet Theater management. Professional style, image and demeanor are required for this position.

## **HOW TO APPLY**

To apply, send cover letter outlining aptitude and interest with resume.