

ALONZO KING LINES BALLET

Title: **Dance Center Coordinator**

Reports to: Studio Operations Manager

Hourly Rate: \$24 an hour

FLSA Status: Part-time hourly, Non-Exempt

ABOUT ALONZO KING LINES BALLET

Join an internationally acclaimed arts organization at a pivotal time in its history. Celebrating 42 years, Alonzo King LINES Ballet is part of the cultural fabric of San Francisco and known internationally for its impact on shaping the future of ballet and dance education. Founded by visionary choreographer Alonzo King, the organization has been recognized for its world premiere performances featuring unique artistic collaborations. Our company and programs nurture creativity, self-discovery, empathy and risk-taking.

We invite and encourage you to learn more about us here: <https://linesballet.org/>

Position Overview:

Reporting to the Studio Operations Manager, this role plays an important role in providing a welcoming, forward presence at LINES Studios front desk. As a key member of the Dance Center team, this position will provide excellent customer service and execute the day-to-day functions necessary for Dance Center operations, studio rentals and systems.

Details:

- LINES Studios are open daily, Monday-Friday from 10:00A-10PM. Saturday & Sunday from 10:00AM-6PM. We're seeking both daytime and evening coverage.
- Shifts available: Wed/Fri, 10:30A-2:30P and M-F, 5-9:30PM (close)
- Seeking flexibility to work combination of above shifts

Responsibilities:

- Provide exceptional customer service: answer incoming phone calls on the general information line, greet incoming clients and students for Dance Center and LINES Ballet, respond or forward Customer Service inbox email
- Process class sales, student check-in and accounts receivables
- Respond to short-term studio rental inquiries and bookings in a timely manner
- Provide sales support for rentals - list development, lead research
- Refer long-term and commercial studio rentals to the Studio Operations Manager

- Process LINES merchandise sales and provide inventory tracking support
- Provide general departmental administrative support
- Pro-actively report concerns of the public; make suggestions for improvement
- Comply with all policies and procedures of the Dance Center
- Support mail management as needed
- Dance Center facilities support: oversee studio cleaning, report maintenance and repairs needs, & office/cleaning supplies needs
- Support audio-visual needs in studios and report repair needs of studio, stereo, and streaming equipment

Candidate requirements

- Passionate about AKLB's mission and impact – a background in dance is strongly preferred
- Outstanding communication and interpersonal skills, demonstrated ability to build and maintain relationships with a diverse array of people
- Proficiency in electronic platforms: familiar with the reservation system MindBody© online is ideal, Google Workspace, Microsoft Office
- Customer service experience essential
- Excellent time management skills and multitasking abilities
- Emergency preparedness knowledge a plus
- Self-starter, self-disciplined, energetic
- Creative problem solver, open to change, flexible
- Ability to maintain confidentiality and manage confidential information

Physical Demands/Qualifications:

- Works well under pressure to meet organizational needs and other deadlines
- Speaking and hearing essential for communication
- Near visual acuity essential for reading
- Flexion and extension of wrists and arms 20-60% of workday
- Must be able to reach, bend, or stoop
- Must be able to reach over the head
- Must be able to lift up to 40 lbs.

Benefits:

All LINES employees are eligible for mandated insurance programs and time off: State Disability, Unemployment Insurance, Paid Family Leave, Workers Compensation, Medicare/SS, Paid Sick Leave, pro-rated vacation/holiday time if working minimum of 20 hours weekly, participation in FSA Transit, 403(b) retirement participation, discounted LINES retail merchandise, free classes taught by in-house faculty, subject to availability: free tickets to LINES Company and other in-house performances.

To Apply:

Please email resume to Studio Operations Manager: jamie@linesballet.org

Equal Opportunity Statement:

LINES is an equal opportunity employer embracing a workforce that reflects the exceptional diversity of the Bay Area and our country. We comply with all applicable state and local laws governing nondiscrimination in employment. We foster a work environment where people feel welcomed regardless of race, color, religion, age, sexual orientation, sex, gender identity and

expression, national origin, physical and mental disabilities, marital or partner status, pregnancy and military status