



Updated 04.06.23

POSITION: Office Administrator

SALARY: Non-Exempt (Hourly)

STATUS: VARIABLE (Part Time), with the opportunity to achieve Full Time Status

SCHEDULE: Monday-Friday, 2 p.m.- 7 p.m. with flexibility in hours/days and some weekends are required.

MISSION STATEMENT: Springfield Ballet, Inc. is a not-for-profit organization dedicated to advancing the art of ballet through premier education, performance, outreach and collaboration.

CORE VALUES: Commitment, Professionalism, Knowledge, Respect, Excellence, Confidence, Discipline

JOB SUMMARY: Reporting directly to the Executive Director, the Office Administrator serves as the first point of contact for all Springfield Ballet customers and provides necessary support for all school, development, production and administrative activities of Springfield Ballet. The Office Administrator works closely with the Artistic and Associate Artistic Directors, Bookkeeper, School Faculty and outside Marketing Firm to achieve organizational goals.

EXPERIENCE: Clerical experience and customer service experience requested. Experience working on social media platforms, marketing and/or fundraising campaigns is preferred but not required.

EDUCATION: High school diploma or G.E.D. required. College and arts background necessary, preferably having or working on a degree in marketing, public relations, arts administration, not-for-profit management, business administration or similar.

TECHNICAL SKILLS: Knowledge of Microsoft Office programs including Word, Excel, Outlook and Publisher; ability to operate and maintain a personal computer and telephone system; ability to maintain content on Springfield Ballet's website through WordPress; ability to learn and operate school registration software; ability to learn and operate basic functions of QuickBooks software; are all required. Working knowledge of e-newsletter platform, Constant Contact or similar; working knowledge of Adobe Suite including In-Design; working knowledge of social media platforms Facebook, Instagram and Twitter; are preferred.

WORK ENVIRONMENT: Must be willing and able to adapt to change easily in a dynamic work environment with moderate noise level. Must demonstrate pleasant demeanor when working with varied constituencies and personalities, including working as part of a team-oriented work environment. Individual should be creative, outgoing, self-motivated, organized, pro-active and pay attention to detail. Strong time-management and communication skills are required. Must be able to manage multiple projects simultaneously. Individual may be asked to attend committee meetings and special events for administrative purposes.

MANAGEMENT: will oversee Work-Study students and coordinate office and administrative projects, as assigned.

ESSENTIAL JOB FUNCTIONS/SPECIFIC JOB DUTIES:

- Adhere to and set good example of mission, vision, and values of Springfield Ballet.
- Adhere to all policies and procedures for Springfield Ballet as set forth by Springfield Ballet's Board of Directors (SBBOD).
- Answer general organizational questions via phone, email and walk-ins in a friendly, helpful and accurate manner.
- Participate in school registration each semester. Accept incoming enrollments, enter and maintain data in school registration software, accept payments as necessary.
- Maintain a clean and organized front office, waiting and common areas including hallways in The Creamery Arts Center (after Springfield Ballet usage).
- Serve as direct contact for customers and as liaison between staff and customers, as necessary.
- Ability to handle cash, checks and credit card payments with discretion and accuracy; QuickBooks experience is requested, but not a requirement.
- Continually safeguard customer and account information with high regard.
- Attend monthly special event committee meetings, acting as admin and coordinator of duties. Create agendas, take meeting minutes and be instrumental in coordination of details of events.
- Create, analyze and report on audience/guest/patron surveys throughout the year.
- Maintain event calendars, community event calendars and Springfield Ballet website content. Ensure all information is up-to-date and accurate.
- Other duties as necessary and/or as assigned.

OTHER PHYSICAL AND/OR SPECIAL REQUIREMENTS:

- Working on computer for long periods of time.
- Sitting for long periods of time.
- Some car travel required (to events, run office errands, etc.).
- Must be able to lift up to 50lbs when moving boxes and supplies for special events.

A job description does not list the entire job duties a supervisor or manager may occasionally ask an employee to perform. An employee's evaluation is based, in part, upon their performance of tasks listed and other duties that may be assigned. Management reserves the right to revise the job description from time to time. This job description is not a contract of employment, and either the employee or the employer may terminate the job at any time for any reason. Individual will be required to perform the essential functions of this position, with or without reasonable accommodation.