



Job Description

Receptionist

Job title

Receptionist

Role

To contribute a welcoming atmosphere, and provide a friendly, supportive, and encouraging experience that helps people feel connected and valued.

Relationships

Report to the Studio Owner

Member of Client Relationship Team

Liaise other teaching and non-teaching team members, clients, and vendors.

Primary position objectives

- Contribute to a fantastic client experience
- Foster engagement and help build strong connections with and between clients to enhance retention and loyalty
- support operational efficiency and professionalism

Hours of work

Part time role, 9 hours per week:

- 5.30pm to 8.30pm Mondays
- 9.30am to 12.30pm Fridays
- 9.30-3.30pm alternate Saturdays

Remuneration

- The role is offered as an independent contractor (contract for service) rather than an employee (contract of service).
- You will need to have your own ABN or complete a Statement by Supplier form (available from the ATO website).
- The fee will be \$270 per week.

Tasks and duties

The role involves contribution to the following areas, and elements of the role will be shared with other team members:

- Maintain and ensure high-quality client experience
- Build, and ensure positive relationships with clients, vendors, and contractors
- Greet and assist clients and visitors in a friendly and professional manner
- Answer and respond to phone calls, voicemails, emails, and other enquiries promptly and courteously

- Provide information about class timetables, memberships, fees, and studio policies
- Welcome new clients with a welcome pack, tour of the studio and introduce them to fellow dancers, and touch base with them after their classes
- Check-in clients for their class
- Book and cancel classes as requested
- Answer client's questions and assist in Zenplanner navigation
- Take and record payments via Eftpos and cash
- Ensure toilets are stocked and public areas are neat and tidy
- Complete administration duties as directed by the Studio Owner

Qualifications and skills

Previous Experience

- Prior experience in a customer-facing role
- Experience with administrative tasks such as customer service, filing, responding to enquiries (face to face, by phone and email), processing payments
- Familiarity with using office equipment and computer software, including email, word processing, and spreadsheet programs.

Position competencies

- Excellent interpersonal skills, with the ability to build rapport quickly and maintain positive relationships with people of different ages and backgrounds
- Emotional intelligence
- Excellent spoken and written skills
- Attention to detail, accuracy and efficiency in administrative tasks, such as data entry and record-keeping.
- Problem solving skills
- Ability to work as part of a team
- Ability to follow procedures and meet deadlines
- Computer literacy and ability to learn to use new software
- Reliable and punctual, with a commitment to delivering high-quality service and maintaining a professional appearance.

Applications

How to apply

Applications must be received by Please email an application including a covering letter (which can be an attachment or in the body of the email) and a resumé to jo@dragonflydance.com.au

Please include

- Your contact details, including phone number and email address
- Details of relevant education, training, skills, qualifications, and experience
- Reason why you are interested in the role
- Reason why you are a good fit for the job
- Name and contact details (phone and email) of three referees

Applicants are required to submit their application as requested, including via email and providing all requested documents (covering letter, resume, etc.), by the specified due date. Failure to do so may result in the application not being considered.

Application timeline

Applications close 5pm Friday 12 July 2024

Interviews will be scheduled during the week Monday 22 to Friday 26 July 2024

The successful candidate is expected to commence work on Monday 5 August (negotiable).