



# Job Vacancy

The Dance Studio Leeds currently requires two individuals to work on a part-time basis as a Receptionist / Administrator on a permanent basis. The positions are due to commence in April 2016.

## **Job Purpose:**

As a Receptionist / Administrator you will be required to undertake duties regarding the management of the studio reception, to greet and deal with customer enquiries, to maintain studio cleanliness and complete administration tasks.

## **Pay & Hours of work:**

The rate of pay for this position is £7.20 per hour.

You will be required to work a minimum of 4hrs per week, primarily on a Tuesday, Wednesday or Friday evenings from 5.00pm till 10.00pm. You will be required to occasionally work weekends and additional hours during the week, in accordance with business needs. Other team members shall work on days which fall outside of the successful applicants working hours.

Days and times of work may fluctuate as and when the business may require.

## **Main Duties:**

The duties which are mainly concerned with our Receptionist / Administrator role shall include:

1. Greeting customers upon arrival to the studio courteously and efficiently, and answering any queries they may have whilst at the studio.
2. Answering phone calls positively and warmly.
3. Record and appropriately communicate any messages from clients or phone calls to the relevant personnel.

4. Maintain a neat and tidy reception and communal areas, tidying up any litter and cleaning where necessary.
5. Offer refreshments to clients upon arrival and ensure they have all they need for studio hire bookings including set up and break down of equipment for studio hires.
6. Responding to emails politely and effectively and subsequently adding any notes or details to the relevant databases.
7. Administrative tasks - may extend to invoicing, filing, research tasks, online marketing, creating and amending documents, ensuring timetables are kept up to date, website updates, creating blogs, and newsletters.
8. Taking studio hire and other bookings and ensuring they are dealt with effectively and efficiently.
9. Maintain studio cleanliness and studio upkeep - may extend to sweeping the studios, turning off equipment, setting up equipment, cleaning communal areas.
10. Assisting with sales at the studio shop ensuring customers receive excellent customer service.
11. Taking class payments, balancing and cashing up tills, and recording transactions accurately and effectively.
12. Opening and distributing post.
13. Responsible for opening and locking up the building securely and ensuring the building is safe and accessible during operational hours.

### **Candidate Requirements:**

- GCSE Math's and English (Grade C or above) or equivalent.
- Excellent organisational skills and ability to deal with enquiries efficiently and under time pressure.
- Personable and friendly.
- Excellent customer service skills and work ethic.
- Strong communication skills including professional telephone manner.
- Presentable and professional at all times.
- Strong written, verbal, and computer skills (for programmes such as word, excel and powerpoint).
- Excellent attention to detail.
- Reliable, punctual, and ability to be flexible.
- An interest in dance and the arts is preferred.
- Previous reception or administration experience preferred.

Applications are welcome from all suitably qualified and experienced individuals.

The closing date for applications is: 5pm on 26th March 2016.

Subject to applications received, interviews are scheduled to commence from 29th March 2016.

We are an Equal Opportunities employer.