



JOB TITLE: Front Desk Receptionist (Saturdays)

REPORTS TO: Founding Artistic Director & Executive Director

ABOUT ORIGATION CULTURAL ARTS CENTER

Founded in 1994, OrigiNation is a 501(c)(3) non-profit performing arts organization that uses dance to develop leadership, confidence, and self-sufficiency among boys and girls ages 3-18. We also use the arts to raise public awareness about African American history and train our youth to become active participants in the movement for racial equality and social justice in the United States and abroad. The majority of our students live in Roxbury, Dorchester, and Mattapan, where access to quality dance and theater programs is limited. We serve over 300 boys and girls annually through our on-site programs and an additional 1,500 youth through our outreach and touring programs.

JOB SUMMARY

The Front Desk Receptionist serves as the first point of contact for students, parents, and visitors at the OrigiNation Cultural Arts Center. The receptionist is responsible for managing the front desk area, providing excellent customer service, handling administrative tasks, and ensuring smooth operations during studio hours on Saturdays.

KEY RESPONSIBILITIES

- **Customer Service:** Greet students, parents, and visitors warmly as they enter the studio. Answer inquiries about class schedules, tuition, and other studio-related information, both in-person and over the phone.
- **Administrative Support:** Assist with student registration, check-in for classes, and merchandise, or other studio-related fees.
- Maintain accurate records in the studio management software.
- **Communication:** Respond promptly to phone calls, and other communications. Relay messages to instructors, studio managers, or other staff as necessary.
- **Studio Maintenance:** Keep the front desk area tidy and organized. Ensure that the lobby and common areas are clean and welcoming. Clean mirrors and take out trash at the end of the day.
- **Safety and Security:** Monitor the entrance to ensure only authorized individuals access the studio. Handle any emergency situations calmly and efficiently, following studio protocols.
- **Support for Events and Activities:** Assist with the coordination of studio events, recitals, or special workshops that may take place on Saturdays.

QUALIFICATIONS

- **Experience:** Previous experience in a receptionist or customer service role is preferred, especially in a dance studio or similar environment.
- **Skills:** Excellent communication and interpersonal skills. Proficient in Microsoft Office Suite (Word, Excel) and familiarity with studio management software is a plus.
- **Personal Attributes:** Friendly, approachable, and professional demeanor. Strong organizational skills and attention to detail. Ability to work independently and handle multiple tasks in a fast-paced environment.
- **Availability:** Must be available to work every Saturday during the specified hours from September 2024 through May 2025. Studio operations are in alignment with the Boston Public School System calendar.

PREFERRED SKILLS AND REQUIREMENTS

- Strong communication, customer service, and organizational skills.
- Minimum 2 years of computer experience including proficiency with Microsoft and Google applications (creating spreadsheets, typing correspondence, online research).
- Must be dependable and reliable.
- Demonstrated commitment to and willingness to uphold OrigiNation's mission.
- Takes pride in the upkeep of the studio.

ADDITIONAL TERMS

- This is a quarter-time, 9.5 hours per week, in-person position.
- Saturdays, 8:00 am-5:30 pm (with a 30-minute lunch break.)
- Compensation: \$18-\$20 per hour
- Must pass CORI and SORI background check.
- No health or dental insurance.

HOW TO APPLY

Candidates should email a cover letter, resume, and one writing sample to OrigiNation at treava@originationinc.org with "Front Desk Receptionist" in the subject line.

Resumes without a cover letter will not be considered. Applications will be accepted on a rolling basis until the position is filled. No phone calls please.

OrigiNation Cultural Arts Center is an equal opportunity employer and does not discriminate on the basis of race, color, religion, sex, national origin, age, disability, sexual orientation, gender identity, or any other legally protected status.