

Job Title: Operations Assistant

Location: Greensboro, NC

Position Type: Part-time (20 hours/week)

Reports to: School Director and Executive Director

Pay range: \$18-\$20/hr

Classifications:

Non-exempt, part-time employee

About Dance Project:

Dance Project is a nonprofit organization dedicated to nurturing a vibrant and inclusive dance community in North Carolina. Through our school, professional residencies, the NC Dance Festival, and outreach programs, we provide opportunities for dancers of all ages, abilities, and backgrounds to discover and grow through movement. Our philosophy: *Everybody can dance!*

Position Overview:

The Operations Assistant plays a crucial role in supporting the smooth operation of Dance Project's educational and artistic programs, outreach initiatives, and administrative processes. This position involves a diverse range of tasks including customer service, administrative assistance, data entry, contract management, financial management, and event coordination. You will have frequent opportunities for customer service in person, by phone, and email. You will work closely with teachers, interns, artists, and administrative staff to ensure efficient operation and delivery of services. While some schedule flexibility is possible, the position requires at least 60% time in office to support classes which occur on weekday afternoons and evenings. An ideal schedule might be Mon-Thurs 1-6pm.

This position works intensively with the School Director and reports to the Executive Director.

Key Responsibilities:

Record-keeping and data management:

- **Data Entry and Student Accounts:** Perform data entry tasks, particularly related to student accounts. Apply payments, issue payment reminders, and follow up on outstanding balances. Assist in tracking and applying work-study credit. Maintain accurate and up-to-date records.
- **Program Data:** Assist in collecting and reporting participation data for all of Dance Project's program areas.
- **Contracts and Paperwork Management:** Assist in drafting, processing, and organizing contracts related to School and Festival programs, outreach activities, and partnerships. Manage paperwork for teachers, interns, and artists, ensuring compliance and accuracy.
- **Financial Administration:** Assist in routine financial tasks such as preparing deposits, and issuing and tracking invoices. Monitor and track payments processed through

Square or other platforms. Maintain organized and accurate financial records and support auditing processes as needed.

- **Class Attendance Support:** Assist in monitoring and maintaining class attendance records. Collaborate with instructors to ensure accurate attendance tracking and reporting.

Customer Service:

- **Registration Assistance:** Support registration processes by assisting students and families with inquiries, providing information, and guiding them through the registration process. Address registration-related questions and concerns promptly and professionally.
- **Communication and Correspondence:** Check and respond to emails, voicemails, and other forms of communication in a timely, thoughtful, and courteous manner. Make phone calls to families regarding registration, enrollment, and other administrative matters, including potentially difficult or sensitive conversations about financial matters. Prepare call lists for follow-up communication.
- **Space Rentals:** Facilitate studio rental inquiries, bookings, and logistics. Coordinate with relevant stakeholders to ensure seamless rental experiences.

Program Administration:

- Assist in maintaining a clean and safe dance studio and office environment.
- Assist in managing communication between School Director and dance instructors.
- Assist in overseeing and training student interns working with the School.
- Provide support for organization events, such as Spring Showcase and NC Dance Festival performances.
- Other reasonable duties as assigned.

Qualifications:

- High school diploma or equivalent; some college coursework preferred
- Prior administrative or office support experience
- Strong organizational and time-management skills and attention to detail
- Excellent interpersonal abilities and communication skills, including willingness to engage confidently with difficult conversations.
- Strong writing skills (without over-reliance on AI tools)
- Proficiency in Google Workspace apps and facility with learning new softwares/systems
- Experience with data entry
- Comfort with basic math/computation.
- Ability to learn quickly, multitask, prioritize, and work independently
- Flexibility and willingness to adapt to changing priorities and responsibilities
- 3 professional references

Preferred (but not required)

- Some experience with dance is highly preferred.
- Experience working in nonprofits
- Knowledge of basic accounting software is a bonus

Post offer requirements:

- Credential and reference check
- Background check

Benefits:

- Flexible work schedule, and possibility of hybrid working conditions.
- Opportunity to gain valuable administrative experience in a nonprofit setting
- Free dance classes and access to up to 2 hr weekly studio space
- Collaborative and supportive work environment
- Competitive hourly wage

Compensation:

This is a part-time, 20 hour/week position. The compensation is \$18-\$20/hour, commensurate with experience and qualifications. Dance Project does not offer health/dental insurance, life insurance, or other benefits to our employees. We do offer parking validation to park in a City of Greensboro deck during administrative work. Part-time employees are not eligible for PTO benefits, but have flexibility in scheduling hours and ability to work remotely for a portion of their hours.

Application Instructions:

To apply for this position, please complete the online application. You may upload your resume and a brief cover letter detailing your relevant experience and interest in the role within the application or email them to Anne Morris, Executive Director (anne@danceproject.org). Priority application deadline: June 1. While applications will be accepted on a rolling basis until the position is filled, applicants have the best chance at an interview if applying by priority deadline. We look forward to reviewing your application and welcoming you to our team.

Dance Project is committed to anti-racism, inclusion, and equity in our programming and workplace, and to providing an environment of mutual respect where equal employment opportunities are available to all applicants without regard to race, color, creed, religion, sex, national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, and any other identity. We strive for a diverse representation of voices, life experiences, views, and interests to reflect the community we have and wish to serve.