



Customer Care Team Member - Enrolment, Onboarding & Event Coordinator

Who We Are

Tarantism Dance Company is a fast growing dance studio located in Beausejour, Manitoba. We strive to inspire our dancers of all ages to dream big, work hard, have confidence and achieve their full potential in dance and life through an endless source of positive energy. Alongside fulfilling our mission of providing the highest quality dance education through fun, interactive and age appropriate classes. We value respect, love, community, inclusivity, innovation, technique, hard work, performance and fun.

Who you are

You share our vision, mission and values. They are the driving force behind every decision and interaction at the studio.

You are innovative and creative. Regularly coming up with and sharing new creative ideas that will help us stand out in the community.

You always work hard, ensuring all deadlines are met with quality work that exceeds expectations each and every time.

You have an all in attitude. Being part of a small team means that there will be times when you may need to roll up your sleeves and jump in to complete tasks that don't necessarily fall under your job description.

You are passionate about and able to build strong relationships with clients.

You have excellent communication skills. It's a bonus if you also have sales experience!

You are organized and can create and execute a project plan for live events, marketing campaigns, program launches and everything in between.

You remain calm when stressed and have a "everything has a solution" mindset.

You enjoy working in a fun, upbeat (sometimes chaotic) environment where laughing and smiles happen often.

Your Role

- Be the official “greeter”, welcoming everyone into the studio. Being friendly, upbeat and welcoming is a must.
- Manage inquiries. Answer current and potential client questions about everything studio related via email, text, direct message, phone and in person.
- Manage enrolment & onboarding process. Assisting clients in registering for trials, classes & events and helping them feel at home and in the know at TDC.
- Check in with Tarantism Dance Company families personally twice per year regarding their experiences. Conduct parent surveys.
- Keeping the studio clean, organized & tidy.
- Manage registrations, payments, schedules, website, social media, marketing, performance opportunities, current/past clientele mailing lists, additional workshops & events, handbooks/rules/policies, newsletters.
- Be comfortable posting & sharing on our social media pages as well as local social media groups.
- Plan and execute live and virtual events.
- Become familiar with our payment system and studio software.
- Process sales to clients.
- Create reports and provide feedback to the owner and directors.
- Be a helping hand at studio events as needed.
- Manage and record all systems for the business.
- This role is 10-15 hours per week and has the potential to expand into a full time position for the right person as our business grows.

Must Haves

- Ability to work on multiple projects & tasks at one time.
- Excellent written & oral communication skills.
- Ability to be professional while also friendly, upbeat and welcoming.
- Love working with and around children of all ages.
- Love building connections within a community.
- Exceptional problem solving skills and a “everything has a solution” attitude.
- Creativity
- Outstanding organization skills
- Ability to remain calm when stressed
- Attention to detail
- Technology savvy
- Initiative
- Exceptional teamwork skills
- Sales experience (retail or similar)
- Exemplary decision making skills
- Ability to set and accomplish goals
- Integrity, Honesty & Respect
- Tenacity/Resilience

- Interpersonal Skills
- The ability to adhere to deadlines
- Complete a criminal Record Check and Child Abuse Registry Check

We're The Right Place For You If

- You love being busy and challenged
- Can work alone or as part of a team
- You have excellent written and oral communication skills
- You're super organized
- You're willing to pitch in where ever needs help
- You are a meticulous reader. Please prove this by including your favourite dessert when applying.
- Technology savvy
- Great at sticking to deadlines
- You love dance and think an arts education is important and valuable in a child's life (dance experience is not required)

We're NOT The Right Place For You If You

- Are an entrepreneur and want to run your own company in the near future.
- Want a 9-5 Monday-Friday job and live for the weekend. This position is mainly evenings and weekends.
- Can't work collaboratively or take constructive criticism.
- Don't like kids.
- Don't think an arts education is valuable.

Think you're the right fit?

Send an email to tarantismdance@gmail.com to let us know why you think TDC would be the perfect place for you. Attach a current resume and video cover letter to your email and send with the subject line Customer Care Team Member Application.