Operations Assistant and Customer Care Team Member

Tarantism Dance Company | Beausejour, Manitoba

We don't just teach dance, we change lives.

A parent shared this with us:

> "I'm so glad my child has TDC in their life. They struggle with friendships outside of the studio and have considered suicide before and the studio is what has kept them alive with the relationships and friendships they have here both with the staff and of course the students and peers"

Those words stay with us. They remind us that a familiar face at the front desk, a staff member who remembers your name and friends who are happy to see you can make the studio a place where a child feels they belong.

As our **Operations Assistant and Customer Care Team Member**, you'll help create that sense of belonging. You'll welcome families, support new dancers as they join us and organize the details that allow our team to give children meaningful experiences.

We're looking for a warm, organized and dependable person who understands how much those everyday interactions matter. Your work will combine customer care, enrollment, recital coordination, family communications and practical studio support—with increasing ownership as you learn and the studio grows.

We're hiring with the future in mind. We hope to welcome someone who is excited to build a lasting role with us over the next **5–7+ years**, taking on greater ownership, responsibilities and hours as their skills develop and the studio grows.

Who we are

Tarantism Dance Company helps dancers of all ages dream big, work hard, build confidence and reach their full potential in dance and life. Through fun, interactive and age appropriate classes, we create opportunities for children to discover their strengths, develop friendships and feel proud of their progress.

Positive energy is at the heart of our studio. We value respect, love, community, inclusivity, innovation, technique, hard work, performance and fun. We want every family to feel welcomed, informed and supported throughout their time with us.

Why you'll love this role

- **Your work makes a difference.** You'll help families feel at home in a place where their children can build confidence and belonging.
- **You'll see your work come to life.** From helping a new dancer enroll to bringing recital and community performance details together, you'll see the results of your care and organization.
- **There's room to grow.** As the studio expands, our goal is for your hours, responsibilities and independence to grow with it.
- **You'll be part of a small, connected team.** Your ideas, initiative and follow-through will matter.
- **Your days will have variety.** You'll build relationships, solve problems, write communications and help bring memorable performances to life.

Who you are

- You make people feel welcome and enjoy building warm, professional relationships with children and families.
- You're organized, attentive to detail and dependable.
- You plan ahead, meet deadlines and follow through without repeated reminders.
- You communicate clearly and confidently in person, by phone, by text and in writing.
- You notice what needs doing, take initiative and know when to ask for guidance.
- You approach challenges calmly and look for practical solutions.
- You enjoy helping families find the right classes and feel comfortable guiding them through enrollment.
- You work well independently and with a team, welcome feedback and pitch in when needed.
- You turn ideas into practical plans while keeping time, budget and the family experience in mind.
- You're looking for a lasting opportunity and are excited about growing with the studio over the next 5–7 years.

Your responsibilities

Customer care and family relationships

You'll help make the studio a place where families feel known, welcomed and supported.

- Welcome dancers and families, learn their names, give studio tours and help children get to class as needed.
- Answer questions about classes, schedules, registration, payments, studio policies and more using approved information.
- Support the team with family follow-ups and bring concerns to the Owner and Director when needed.
- Keep family records and communication notes accurate and handle information confidentially.
- Help maintain a safe, tidy and welcoming studio.

Trial classes and enrollment

You'll help new families take their first step into the studio and feel confident about joining.

- Respond to prospective families, recommend suitable trial options using studio placement guidelines and book trials.
- Provide timely text and phone support during assigned trial coverage hours, including while families are attending trials.
- Follow up after trials, explain approved pricing and offers, answer questions and help families complete registration.
- Keep lead and trial records current, document next steps and share booking and enrollment results.

Recital and selected community events

You'll bring the organization and follow-through that help our dancers enjoy memorable performance experiences.

- Coordinate all recital logistics, including timelines, task assignments, venue arrangements, supplier communication and event materials.
- Organize rehearsal and recital details, including volunteer coordination, backstage arrangements, setup and takedown.
- Prepare clear family instructions, reminders and deadlines and coordinate their distribution.

- Assist with costuming for recital and community performances as needed.
- Coordinate the studio's participation in a small number of agreed community events that build relationships, increase visibility and provide performance opportunities.
- Maintain event plans in Asana, track approved budgets and raise delays or concerns early.
- Review each major event and recommend practical improvements for the following season.

The event focus is recital and selected community opportunities approved by the Owner and Director. Additional events or programs may be added when agreed priorities, time and resources allow.

Newsletters and family communications

You'll help busy parents stay informed and feel connected to their child's studio experience.

- Collect information from the team and write, format and schedule the weekly parent newsletter.
- Keep dates, links, instructions and reminders accurate, clear and consistent with the studio's voice.
- Prepare routine family updates and recital communications, following the agreed review and approval process.
- Collect information from the team and maintain accurate, current studio calendars.

Studio organization and owner support

You'll take ownership of the practical details that help the studio run smoothly.

- Keep assigned projects and recurring tasks organized in Asana, with clear deadlines and current progress updates.
- Learn studio software and payment systems and process registrations, approved sales and payments accurately.
- Complete opening and closing duties during assigned shifts and help keep shared spaces organized.
- Take ownership of agreed administrative tasks delegated by the Owner and Director and document repeatable processes.
- Coordinate priorities with the team and raise workload conflicts early.

Skills and qualifications

We're looking for someone with:

- Excellent written and verbal communication skills.
- Strong organization, attention to detail and follow-through.
- Friendly, professional customer service and confidence working around children of all ages.
- The ability to manage several tasks, prioritize effectively and meet deadlines.
- Comfort learning technology, including email, studio software and project management tools.
- Sound judgment, initiative, teamwork, honesty and respect for confidential information.

Experience in customer service, administration, event coordination or sales is an asset. Dance studio experience is welcome, but not required—we're happy to help the right person learn our systems and processes.

Completion of a **Criminal Record Check and Child Abuse Registry Check** is required.

Schedule and opportunity for growth

This position currently involves **12–13 hours per week, working in person on weekday evenings**. Some weekend availability is required for recitals, community events and other studio needs. Advance notice will be provided for weekend requirements.

Our goal is to grow this into a **full-time position of approximately 35 hours per week over the next 3–4 years**, or sooner if studio growth allows.

As the position expands, we expect most hours to remain in person on weekday afternoons and evenings, with some scheduled remote weekend coverage for inquiry responses and trial bookings. Coverage hours and response expectations will be clearly agreed upon.

We're looking for someone who finds this path exciting: an opportunity to learn the studio, build meaningful relationships and gradually take on a larger role in its future.

What success looks like

- Recital and approved community events are organized in Asana, meet agreed deadlines and stay within approved budgets.
- Families receive clear, accurate information, with newsletters and calendar updates completed on time.
- Trial inquiries receive prompt attention during assigned coverage, and every trial has a documented outcome and next step.
- Emails and voicemail receive a response within one business day during assigned coverage; urgent trial messages follow the agreed response standard.
- Assigned tasks move forward without repeated reminders, and concerns are raised early.
- Families experience friendly, professional care that helps them feel confident about being part of TDC.

If you love bringing order to busy days, building connections with families and helping children feel brave enough to try something new, we'd love to hear from you.

Please email your resume and video cover letter to mikayla@tarantismdance.com