

DESCRIPTION

The role of the Receptionist is be the first point of contact for our members and their families when visiting the studio and be responsible for delivering exceptional customer service as well as supporting the General Manager with operational and administrative tasks.

As Shropshires Leading Centre for Dance & Musical Theatre, 7 Academy of Performing Arts has quickly become the favourite for arts education and we lead with our mission which is 'to impact our community by inspiring and celebrating individuality'. We work to unlock each individuals full potential and help them achieve the double win, both talent & confidence.

OUTCOMES

- Greeting members and visitors to the studio as well as answering the phone and managing the door entry system.
- Receiving and forwarding messages to the relevant person efficiently.
- Taking and recording of payments via reception.
- Communicate general academy information with our members and their family members
- Provide support to the General Manager by assisting with operational and administrative tasks when necessary.

ATTRIBUTES FOR SUCCESS

- **A true belief in the life-changing benefits of the performing arts.** Maybe you performed as a child or have watched your child blossom through dance or musical theatre. Either way, you must believe in the work that we do.
- **A desire to serve.** You understand that service, members and their care are the highest priority. You strive to provide the best experience to members. This includes anticipating their needs and bringing a healthy dose of wow-factor to your interactions with clients. We aim to put a smile on our clients faces and a sparkle in their eye.
- **A desire to make a prolific impact.** Our mission is to impact our community by inspiring and celebrating individuality. You will always be seeking to improve the lives of those we work with on a weekly basis. Through this, we believe we will have a greater impact for the good of the wider community. The more members we work with, the more we can achieve and the closer we are to our mission.
- **Ability to prioritise and get things done.** When running a small business, priorities change all the time. You will keep an eye on the big picture whilst creating order from the chaos to ensure that we deliver on time, every time. You are super productive and a powerful planner. You strive to meet deadlines.
- **A passion for excellence.** You go above and beyond on tasks and hold yourself to a high standard of excellence in every project you take on. You want things to be bold, beautiful and on brand - but you won't let perfectionism stand in your way of getting stuff done.
- **Initiative.** You have a strong ability to figure things out and think creatively to solve problems independently. In a small business, we must act swiftly and address challenges head on – your ability to think quickly and make magic happen will be essential
- **Fabulous communication skills.** You are outstanding at maintaining relationships and excel at keeping in contact with our team. You take personal responsibility for your actions and pride yourself on your integrity. You are kind, enthusiastic, exude warmth and find it easy to connect with people. We don't have time for drama!
- **It's all hands on deck at all times.** We are a very close knit team who work hard but have a lot of fun along the way. We are seeking someone to join our team family who are as passionate as we are!

DETAILS

START DATE: ASAP

HOURS PER WEEK: 6.5 hours a week on a Saturday, commencing at 8.30am

LOCATION: 7 Academy of Performing Arts, 76 - 83 Severn Walk, Telford, TF7 4AS

RATE: TBD based on experience

[Click here](#) to go directly to the application form