

School Administrative Manager

Urbanity Dance seeks a full-time School Administrative Manager. The successful candidate will be the lead staff member responsible for customer service and administrative operations within Urbanity's School, which serves over 500 students—babies, youth, and adults—each year. Reporting to the Director and working closely with the School Artistic Operations Manager, the School Administrative Manager will manage a team of part-time studio admin staff and work-study students. They will work diligently to manage and improve the School's administrative processes while offering high-quality customer service to our students and their families. We are seeking someone who is excited about strengthening the relationship between the organization and our School families and who is committed to centering diversity, equity, inclusion, access, and justice in their work. This role would be a good fit for someone with a customer service background looking to grow their skills as an arts administrator in an upbeat, supportive nonprofit environment.

Urbanity Dance is committed to empowering individuals and strengthening diverse communities through dance. We aim to engage people of all ages, backgrounds, and abilities, both in their own communities and in our studio spaces, by helping them discover and celebrate the joy of movement. Our wide range of partnerships with schools, health centers, local arts institutions, and other community spaces allows us to share quality dance experiences with the Boston community.

Responsibilities

Customer Service Lead

The School Administrative Manager is the primary liaison between our customers and Urbanity staff:

- Serves as the studio admin on duty during daily shifts at Urbanity HQ (1180 Washington St).
- Manages customer service email accounts and phone lines.
- Communicates with School students and families in-person, via email, and over the phone.
- Drafts and sends all School-wide announcements and updates.
- Processes registrations, withdrawals, transfers, and other transactions on our registration platform.
- Collaborates with the Director of Operations & Research to answer student billing questions, and follows up with customers with outstanding account balances.

The successful candidate will be someone who is comfortable engaging with our diverse community across multiple platforms.

Studio Admin Supervisor

The School Administrative Manager supervises a team of part-time studio admins and work-study students:

- Hires and supervises studio admins and work-study students.
- Oversees studio admin/work-study communications and training.
- Creates studio admin/work-study schedule.

- Manages studio admin budget and payroll.

The successful candidate will be someone who can lead and support our full studio admin team in upholding Urbanity's high standard for customer service.

School Operations

The School Administrative Manager co-leads the School Team with the School Artistic Operations Manager:

- Ensures School policies are created to be inclusive and accessible and that they are enforced consistently and equitably.
- Collaborates with the Director of Operations & Research to create initial drafts of School schedules.
- Builds backend School programs on our registration platform.
- Supports Student Showcase preparations.
- Collaborates with the Marketing Director on School marketing needs and the distribution of merch orders.

The successful candidate will excel at tracking multiple events and projects simultaneously, while always upholding Urbanity's mission and vision.

Facilities Maintenance

The School Administrative Manager is the facilities lead for our Urbanity HQ location:

- Fosters vision of studio as a welcoming space for all.
- Maintains a clean and tidy studio space.
- Supervises Lead Studio Admin on other facilities-related tasks (e.g. ordering supplies, laundering mop heads, coordinating repairs, monitoring alarms, etc.).

The successful candidate will be someone who is tidy and organized and who is comfortable delegating tasks to their team.

Required Qualifications

- Proficiency in English (written and spoken)
- Administrative experience, including proficiency with MS Office/Google Apps
- Customer service experience and excellent interpersonal skills
- Experience with/aptitude for working in a fast-paced environment at an organization that delivers many programs

Preferred Qualifications

- Multilingual (particularly Spanish, Haitian Creole, Mandarin, and/or Cantonese)
- Supervisory or mentorship experience
- Experience with dance or other nonprofit arts organizations
- Experience living in and being a part of Boston's diverse neighborhoods

Schedule and Accessibility

This is a full-time, in-office position with a schedule based around Urbanity's School programming:

- Summer Schedule: 9:00am - 5:00pm Monday - Friday
Note: full-time staff members receive every other Friday off between Memorial Day and Labor Day.
- School Year Schedule: 1:30pm - 9:30pm Tuesday - Thursday, 8:30am - 4:30pm Friday - Saturday
Note: hours and work location can be flexible on Fridays; the School Administrative Manager may also take up to two Urbanity classes per week during their working hours with supervisor approval.

Collaborating with team members is typically a mix of in-person meetings, real-time video calls, and asynchronous Slack/email communications. When working from the office, Urbanity desires to work with the candidate to accommodate any requests to the best of organizational ability. Please note that our office spaces are adjacent to our studio spaces and waiting room areas, so there is a fair amount of noise (class music, people talking) and distraction (people coming and going, people asking questions) when working in the office while programming is happening.

While this position will predominantly be based at Urbanity's HQ studio (1180 Washington St), the successful candidate must be able to work at and between Urbanity's three South End studios, each located about 0.5 miles apart via pedestrian walkways and roads. Please note, Urbanity's Balance studio is only accessible via stairs.

Salary: \$44,000

Benefits

- Option for employer-subsidized health, dental, and vision insurance:
 - Medical: Urbanity contributes \$250.00/month; employee contributions start at \$453.55/month*
 - Dental: Urbanity contributes \$40.11/ month; employee contributions start at \$13.37/month*
 - Vision: Urbanity contributes \$6.37/month; employee contributions start at \$2.12/month**employee contributions vary based on plan selected
- 10 paid vacation days, 5 paid sick days, and 3 paid personal days per year
- 19 paid holidays per year, including the week between Christmas and New Year's Day
- Paid summer Fridays (every other Friday off between Memorial Day and Labor Day)
- 8 weeks paid parental leave, after one year of employment
- Professional development opportunities
- Free access to all Urbanity Dance programs, including events, classes, camps, intensives, seminars, and workshops
- Private studio rental at a discounted rate of \$5 per hour
- 2 complimentary tickets to each Urbanity Company/Underground performance during the year



How to Apply

Please email a cover letter and resume to Cas Burns, Director of Operations & Research, at cas@urbanitydance.org with "School Administrative Manager Application" in the subject line by **May 31, 2023**, for priority consideration. Applications will be reviewed on a rolling basis as they are received and will continue to be accepted until the position is filled. The ideal candidate would begin late June 2023.

Please note that contact information for up to 2 references will be requested during the hiring process, and employment is contingent on results of criminal record information (CORI) and sex offender registry (SORI) background checks. Urbanity Dance is a CORI-friendly employer.

Urbanity Dance is an Equal Opportunity Employer and is committed to building a diverse, inclusive staff. We especially encourage applications from BIPOC individuals, people with disabilities, members of the LGBTQIA+ community, and people with diverse lived experiences including but not limited to houselessness, incarceration, substance use/recovery, economic instability, or food insecurity. We prioritize sustainable organizational practices that support balance, boundaries, and rest for all of our team members.