



**Title: Reception and Registration Desk Staff**

Reports to: Executive Director

**Job Summary:** Provide exceptional customer service to a variety of students and visitors and administrative support for NECCA's various programs and events.

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**Primary Responsibilities:**

Customer Service

- Provide positive, friendly service to customers via phone, email and in person.
- Oversee registration and student accounts.
- Schedule and invoice student lessons.
- Help students and visitors adhere to studio and registration policies.
- Keep customer, staff, and student information confidential.
- Field complaints and address customer concerns.

Administrative Duties

- Maintain newsletter mailing list.
- Proofread program offerings.
- Maintain registration software.
- Update student handouts as needed.
- Maintain inventory of reception desk supplies and NECCA merchandise.
- In coordination with Marketing, update seasonal publicity listings.
- Attend weekly registration and/or admin meetings.
- Troubleshoot as needed.

Programming Support

- Stay informed about upcoming programs and events.
- Various other class and program support as needed.
- Assisting the Marketing team when needed.

Community

- Be positive and promote an inclusive, welcoming, and encouraging environment at NECCA.
- Alert staff, program directors, and/or directors about any issues you witness including facilities needs and maintenance, student needs or feedback, customer concerns, student or visitor behavior in the lobby, etc.

Other

- Keep the lobby and registration desk tidy and welcoming.
- Stock bathrooms with paper goods when needed.
- Follow NECCA safety and emergency procedures.

**Skills and Experience:**

- Strong communication skills.
- Excellent writing and analytical skills.
- Proficiency in Microsoft Office and G Suite.
- Ability to multi-task in a fast-paced environment.
- A sense of humor, grace under pressure, and energy and enthusiasm for challenges.

**Working Conditions:**

- This position involves sitting for long periods of time, standing on concrete, and lifting up to 50 lbs.
- This is a part-time position, with an irregular schedule, requiring some days, nights and weekends.

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