

# Canton Ballet

## Office Manager Job Description

**Position Type:** Full Time

**Location:** On-site

**Reports to:** Executive Director

To apply for this position, please submit your resume and cover letter to [jraub@cantonballet.com](mailto:jraub@cantonballet.com).

### About Canton Ballet

Canton Ballet has fostered an appreciation of the art of dance throughout the region for almost 60 years. Under the artistic direction of Jennifer Catazaro Hayward and executive direction of Joy L. Raub, the Ballet is regarded as one of the most admired pre-professional dance companies in Ohio, and its School provides the highest quality of instruction for all ages and skill levels, toddler to adult. Each year, Canton Ballet performs public and school performances at the Palace Theatre for audiences to enjoy.

### Position Summary

Reporting to the Executive Director, the Office Manager coordinates and executes a wide range of administrative, bookkeeping, and clerical duties. This person is responsible for providing front office support, managing all accounts receivables, maintaining databases and data management systems, maintaining donor records and benefits, managing the box office, and scheduling.

### Tuition Software (JackRabbit)

- Create and update student registration for school year and summer program
- Oversee and enter customer invoices and credit adjustments
- Process all customer payments for multiple installment options
- Create and organize class enrollment
- Prepare month-end reports and merge into QuickBooks Online

### Bookkeeping (QuickBooks Online)

- Record all accounts receivables, payments, and deposits into QuickBooks Online
- Collect all accounts receivables
- Manage customer statements and accounts
- Gather documents and supporting information for annual financial audit

### Box Office (eTix)

- Coordinate the website setup for all ticket sales each year (4+ annually), including communication with eTix on equipment needs and promotional codes/information
- Oversee seating charts/households for all performances (3+ annually)
- Process phone orders and refund requests
- Create and maintain performance/event reports
- Prepare venue box office start-up money and equipment setup
- Manage volunteers (ticket scanners and ushers) for all performances

### **Fundraising (CheddarUp, Square Up, PayPal)**

- Create and update Cheddar Up events
- Prepare startup money, deposits, and Square Up information for parent volunteer association
- Assist with coordination of Ballet's fundraisers throughout the year
- Prepare letters and emails of acknowledgment to donors in a timely manner
- Track and maintain all membership and sponsorship benefits

### **Data Management (Microsoft Access)**

- Oversee and maintain Access database and master mailing list
- Accurately enter and maintain records of all contributions
- Create and update various spreadsheets/reports, as needed

### **General Office Responsibilities**

- Answer incoming calls and greet and assist incoming traffic
- Assist with preparing and maintaining schedules, including for staff meetings, the school year, summer workshops, and performances
- Assist with coordinating student and staff travel, as needed
- Provide timely correspondence to others
- Maintain an organized and clean front office space
- Run errands for the office, as needed
- Supervise the Office Assistant position
- Perform other duties as assigned by the Executive Director

### **Qualifications, Experience, and Abilities**

- Bachelor's Degree or equivalent experience
- Proficient in QuickBooks Online and Microsoft Office Suite
- Possess an aptitude for learning new software and systems
- Superior customer service and organization skills, strong attention to detail, and ability to meet tight deadlines
- Self-motivated, highly flexible to shifting priorities, reliable, and a team player
- Demonstrated ability to maintain confidentiality of sensitive information

### **Working Conditions**

- Must be able to sit, stand, and use a keyboard and computer monitor for extended periods of time
- Must be able to occasionally lift and carry objects up to 30 pounds
- Occasional evening and weekend work is required for this position

### **Benefits**

Health/Dental/Vision

FSA - Medical Care

401K

Life insurance

Vacation/PTO