

## **Pittsburgh Ballet Theatre Receptionist/Office Manager**

### **Position Objective:**

The Receptionist/Office Manager is responsible for organizing and coordinating office operations in order to ensure organizational effectiveness and efficiency.

### **Accountability:**

The Receptionist/Office Manager reports to the Finance Office.

### **Position Responsibilities:**

The Receptionist/Office Manager responsibilities include:

- Answer all phone calls and transfer them to the appropriate extension. Provide customer service by answering questions, if possible, regarding performances, tickets and the school.
- Greet visitors and register on sign-in sheet. Sign for deliveries and notify recipient of delivery. Receive and distribute mail.
- Order and maintain office supplies. This includes taking supply requests, delivering/storing supplies and tracking inventory.
- Maintain copiers, fax machines, postage meter and telephone system. This entails fixing any problems, ordering supplies and calling for repair services. The telephone system maintenance also includes setting up new employees with phones/voice mail, moving phones and updating telephone directory.
- Submit and administer Workers' Compensation claims. Assist employees with completing claim forms and explain panel and appointment scheduling. Send claim to insurance company. Track claims and assist with any questions.
- Update employee contact information. Request contact information sheets be completed for new employees and remind staff to forward any changes so their forms can be updated and kept current.
- Schedule conference room for meetings. Receive reservation requests and schedule meetings on company calendar. Notify person requesting meeting if there is a conflict and try to resolve.
- Collect payments for various classes for the school. This includes receiving cash/credit card information and printing a receipt. Manage Community Division client accounts through MindBody software.
- Oversee ticket donation requests. Create and administer gift certificates.
- Assist the Finance, School, Development and Ticketing Departments with data entry and reports.

- Assist with building maintenance functions and update staff accordingly on repairs. Work with vending company and report problems with vending machines.
- Member of Safety Committee and Shared Services Wellness Committee. Meet with Safety Committee and Wellness Committee once a month. Coordinate wellness program and activities.
- Help with any envelope stuffing, labeling, stamping, boutique sales and other tasks as needed. Regular and reliable attendance is necessary.

**Qualifications:**

Experience in an office environment and knowledge of office administration

Computer skills, especially with Microsoft operating systems, including spreadsheet, word processing programs and e-mail at a highly proficient level

Excellent interpersonal skills

Effective verbal, listening and written communications skills

Ability to multi-task and attention to detail and organization

Exceptional phone skills

**Physical/Equipment Requirements:**

Physical requirements include lifting of boxes and materials (20 lb limit), writing, typing, talking on the phone, walking, standing and sitting.

Equipment requirements include the ability to drive an automobile, work on a computer, and operate a telephone.

**Salary:** \$28,000 - \$29,500 per year.

**Hours of work:** Usual working hours are 8:30 a.m. – 5:00 p.m. Monday to Friday.

**To apply, send cover letter and résumé to [sswartz@pittsburghballet.org](mailto:sswartz@pittsburghballet.org). No phone calls please.**