Metropolitan Ballet
THEATRE & ACADEMY

PROGRAM ASSISTANT (PA)
JOB DESCRIPTION

Reports to: Executive Director/Artistic Director
Annual Evaluation: Executive Director
Direct Reports: n/a

Responsible for supporting effective and efficient day-to-day programming functions at MBT, for all of MBT's programs including the Academy, Productions, and Outreach. Administratively, the PA also supports development and marketing functions. Responsible for promoting the mission and philosophy of MBT while effectively communicating daily with constituents, including parents and students.

Primary Responsibility Areas: Academy Registration, Marketing/Development Support, Student Outreach, Production Support

General Responsibilities:
- Responsible for ensuring and maintaining MBT core values, mission and philosophy
- Maintains professional demeanor in all interactions with parents, visitors, students and patrons
- Works in team environment, pitching in where needed to ensure uninterrupted service to parents, visitors, students and patrons

Registration/Enrollment:
- Serves as a member of the "front line team" of the organization to enrolled or prospective families regarding all registration process functions
- Serves as a "Registrar" for the Academy: Implementing all aspects of enrollment including followup on trial classes, schedule of placement classes in conjunction with APM, AD, Academy Director, and other faculty, registration, payment inputs and followup regarding tuition payments
- Ensures that class lists in Mindbody are up to date, and assists APM in ensuring email lists for registered students/families are up to date in constant contact and MBT email
- Creates master role books/emergency contact lists for faculty use in studios
- Participates in key enrollment activities such as open houses and marketing events

Communications:
- Supports and assists staff with community building activities
- Assists with communications to parents regarding placements, evaluations, registration, and tuition payments

Marketing/Development

- Assists APM with inputs to various marketing outlets including free online calendars, MBT's subscription-based marketing functions such as CultureSpotMC and DanceMetroDC, digital lobby display
- Assists with preparation/placement of print marketing materials
- Assists in representing MBT at public marketing events (in-studio or off-site), and outreach activities
- Assists in research efforts for new grant opportunities, presenting new opportunities to ED when appropriate, writing first drafts of grant applications when appropriate
- Makes recommendations on website/social site updates to ED/AD/APM

Outreach Administration

- Supports APM with coordination of student outreach opportunities with venues and student performers, attends student outreach events
- Updating PTA email list annually with direction from APM

Production Administration

- Supports AD with pre-production and backstage logistics for productions as needed
- Supports BCM with "front of house" logistics for productions as needed

Faculty

- It is preferred, but not necessarily a requirement, that the PA be present as a faculty member, teaching weekly, on- or off-site in academy or outreach programs, at the AD's or Academy Director's discretion, executed in accordance with Faculty Member Job Description

General Administrative Duties:

- Manages operations of business office during assigned hours
- Acts as general resource for Student Interns
- Participates in periodic faculty and staff meetings
- Takes daily payments / process through Mindbody
- Manages inquiries from students and parents, coordinating with administrative/artistic team as needed to ensure response in a timely manner
- Assist faculty when needed (call a parent or grab supplies, for instance)
- Assist with ticket sales or event registrations
- General day-end cleaning and tidying in studios and common areas
- Daily closeout and reporting, leave reports/deposits for BCM to review
- Assists ED/AD team with special projects, initiatives and events in support of MBT's core values, mission and philosophy.