

SCHOOL OF Ballet San Antonio®

SCHOOL SERVICES COORDINATOR | POSITION DESCRIPTION

Company:	School of Ballet San Antonio
Job Title:	School Services Coordinator
Employment Type:	Part-Time, Non-Exempt
Reporting To:	Director of the School of Ballet San Antonio
Compensation:	\$20/hour
Location:	San Antonio, TX

The mission of the School of Ballet San Antonio (SBSA), the official school of Ballet San Antonio, is to provide for an inclusive dance community of individuals of all ages seeking to acquire excellent training through equitable access to a high-quality curriculum.

The School Services Coordinator plays a key role in the day-to-day operations of the School of Ballet San Antonio (SBSA), serving as the primary point of contact for students, families, and staff. This multifaceted position combines responsibilities of registrar, billing administrator, and front desk receptionist to ensure a seamless and professional experience for our SBSA community.

Responsibilities

- Front Office and Reception Management
- Student Enrollment and Registration Oversight
- Billing and Tuition Administration
- Customer Service and Communication
- Administrative and Operational Support

Duties

- Greet students, parents, and visitors with warmth and professionalism
- Answer phone calls, emails, and in-person inquiries regarding schedules, classes, policies, and events
- Maintain a clean, organized, and welcoming front desk environment
- Manage student registrations and class enrollments through the school's database or management software
- Manage adult ballet pre-registration website, class cards and payments
- Assist with new student onboarding and class placement communications
- Maintain accurate student records, attendance, and contact information
- Generate and process tuition invoices and payment plans
- Track account balances and follow up on outstanding payments
- Answer billing inquiries and support families with payment-related issues
- Coordinate school-wide communications, such as emails, newsletters, and announcements
- Support showcase/event preparation with administrative logistics
- Order and manage office supplies and merchandise inventory, as needed
- Other duties as assigned

Competencies

- Bilingual candidates, especially those fluent in English and Spanish, are encouraged to apply.
- Previous experience in customer service, office administration, or billing (experience in an arts or education setting is a plus).
- Proficiency with office software and student management systems (e.g., Jackrabbitt).
- Excellent interpersonal and communication skills
- Strong organizational abilities with attention to detail and confidentiality
- Ability to multitask and remain calm in a dynamic, youth-centered environment
- Effective planning and time management skills
- Excellent written and verbal communication skills

Supervisory Responsibilities

None

Ballet San Antonio is an equal opportunity employer and hires and employs individuals without regard to race, color, gender, age, disability, or any other characteristic prohibited by law.

Relocation assistance is not available for this position.