

# SPRINGFIELD LITTLE THEATRE

THE JUDITH ENYEART REYNOLDS SCHOOL OF THE PERFORMING ARTS FOR SPRINGFIELD LITTLE THEATRE

## POSITION DESCRIPTION

**POSITION:** Registrar

**EMPLOYMENT TYPE:** Part-Time

**REPORTS TO:** Lead Registrar

**COMPANY DESCRIPTION:** Springfield Little Theatre is a community-focused organization dedicated to providing exceptional theatrical experiences and educational opportunities.

**PURPOSE OF POSITION:** Registrars at The Judith Enyeart Reynolds School of the Performing Arts for Springfield Little Theatre (“The Judy”), Springfield Little Theatre’s Education Department facility, are part of the customer facing team and set the tone for a friendly, helpful, and welcoming environment for students, customers, patrons, and guests.

### ESSENTIAL FUNCTIONS:

- Act as the primary information and reception point for the The Judy, ensuring the Front Desk provides a professional, customer-focused, and welcoming environment for all
- Create and assist with education registrations, ticket orders, donations, and merchandise sales to provide an efficient and productive experience via phone or in-person visits
- Answer incoming phone calls and direct to other staff when appropriate
- Answer and maintain the Education Department email
- Maintain building security by answering the door
- Develop a thorough knowledge of Education Department offerings and events to enable the Front Desk to give the best possible customer service
- Pursue an in-depth knowledge of Patron Manager and CourseStorm, Springfield Little Theatre’s customer relationship management and registration software
- Maintain a clean and organized environment throughout The Judy, including restocking and cleaning of restrooms and supply areas
- Contribute to the administration of the department, ensuring information is up-to-date and well organized
- Support the administrative needs of others in the building
- Maintain excellent communication both internally and externally to ensure essential information is passed on
- Provide reports on request in an efficient manner
- Support Education Department marketing activities where required
- Deal with customer service issues that may occur either in person, on the phone, or via email in a professional manner
- Strive for continuous improvements in customer care
- Be responsible for the opening and/ or closing of The Judy if scheduled
- Meet the Education Department’s standards of dress and conduct

## SECONDARY FUNCTIONS:

- Occasionally, you may be asked to assist with other front-of-house roles within The Judy, such as House Managing, Ushering, etc.
- Attend appropriate training sessions related to your position

237 S. Florence Ave. • Springfield, MO 65806



417-413-2287 • [SpringfieldLittleTheatre.org](http://SpringfieldLittleTheatre.org)

# SPRINGFIELD LITTLE THEATRE

THE JUDITH ENYEART REYNOLDS SCHOOL OF THE PERFORMING ARTS FOR SPRINGFIELD LITTLE THEATRE

## GENERAL REQUIREMENTS:

- Passionate about excellent customer service with proven experience in a customer service environment
- A friendly and approachable personality
- Energetic, creative team player with a high level of enthusiasm
- Diplomatic, with the ability to work with initiative and maturity
- Must be confident to work alone
- Excellent interpersonal and telephone skills
- Confidence to proactively up-sell and cross-sell over the phone and in person
- Excellent computer skills, including a good understanding of Microsoft Word, Excel, and Outlook
- Previous experience of cash handling
- Attention to detail
- Confidence in instituting Springfield Little Theatre's policies and procedures
- Ability to prioritize and work under pressure with good time management
- Willingness to work flexibly
- Passionate about arts education and live performance
- Physical ability to lift up to 40 pounds

## COMPENSATION:

Hourly rate of \$15.00

## EQUAL EMPLOYMENT OPPORTUNITY (EEO) STATEMENT:

Springfield Little Theatre provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), national origin, age, disability, genetic information, marital status, or military status in accordance with applicable federal, state, and local laws (collectively, "protected characteristics").

*Federal law requires employers to provide reasonable accommodation to qualified individuals with disabilities. Please tell us if you require a reasonable accommodation to apply for a job or perform the job for which you are applying.*

Interested applicants should submit a resume and cover letter to Lead Registrar, Trisha Baker, for consideration at [tbaker@springfieldlittletheatre.org](mailto:tbaker@springfieldlittletheatre.org).

237 S. Florence Ave. • Springfield, MO 65806



417-413-2287 • [SpringfieldLittleTheatre.org](http://SpringfieldLittleTheatre.org)