

Front Desk & Family Experience Coordinator

Part-Time | Monday/Tuesday/Thursday Evenings and Saturday Mornings | Des Plaines, IL

Our mission: Building Community through the Arts. Every student who walks through our doors matters.

As we enter our 22nd season, we're looking for someone who believes exceptional customer service is about more than answering questions. It's about making every family feel known, valued, and excited to be part of our community.

The Seat You'd Own

You are often the very first person families meet when they walk through our doors or answering our phones. You remember names. You celebrate birthdays. You solve problems before they become frustrations. You help parents find the perfect class, answer questions with confidence, and make every family feel like they belong.

From welcoming a nervous first-time student to helping a longtime family register for another season, you create the experience people remember long after they leave the studio.

What You'll Own (Outcomes)

- **Family Experience:** Create a welcoming, organized front desk where every family feels known, cared for, and excited to return.
- **Enrollment & Growth:** Guide prospective families from inquiry to enrollment while helping current families discover additional classes, camps, birthday parties, and events that fit their goals.
- **Studio Operations:** Keep student accounts accurate, support office organization, coordinate dancewear, and ensure daily operations run smoothly.
- **Event Support:** Help bring AMA events to life through recital preparation, birthday parties, camps, promotions, and community celebrations.
- **Team Contribution:** Show up on time, be consistent, communicate professionally, take ownership, solve problems proactively, and support teammates wherever needed.

How Success Is Measured

- **Family Experience:** Families consistently describe their experience as welcoming, organized, and professional.
- **Enrollment & Growth:** Strong inquiry follow-up, tour-to-enrollment conversions, and participation in additional programs, events, and camps.
- **Operational Excellence:** Student accounts remain accurate, office systems stay organized, and daily responsibilities are completed with attention to detail.
- **Responsiveness:** Phone calls, emails, and customer questions receive timely, thoughtful responses.
- **Professionalism:** Dependable attendance, strong communication, teamwork, and a positive attitude.

Why This Matters

Our families don't just enroll in dance or music classes. They're trusting us with their child's confidence, growth, and sense of belonging. Every interaction matters. A warm welcome, a thoughtful follow-up call, or remembering a student's favorite accomplishment can turn a first visit into a family that stays with AMA for years. As the Front Desk & Family Experience Coordinator, you help make that happen.

You're a Perfect Fit If You

- LOVE connecting with people of all ages.
- Naturally remember names and enjoy building relationships.

- Thrive in a fast-paced environment while staying organized.
- Enjoy helping families find the right classes and programs for their goals.
- Are dependable, positive, professional, punctual and proactive.
- Love celebrating the little things that make people feel special.
- See potential in every student, celebrate their progress, and make each student feel seen and valued.

What We're Looking For

- 2+ years of customer service, hospitality, retail, sales, or office management experience.
- Excellent verbal and written communication skills.
- Comfortable discussing tuition and confidently guiding enrollment conversations.
- Highly organized with exceptional attention to detail.
- Canva experience is a plus.
- Experience with CRM or studio management software is a plus.

The Details

- **Pay:** \$18-\$21/hour, based on experience.
- **Season:** 2026-2027 season (August 2026 through July 2027) and beyond.
- **Schedule:** Monday, Tuesday, Thursday evenings and Saturday mornings, plus select studio events.
- Potential to grow into a full-time leadership role.
- **Requirements:** Must be authorized to work in the U.S. Background check and child safety clearances required.

Why You'll Love Teaching at AMA

- A supportive, encouraging team that genuinely enjoys working together.
- The opportunity to build meaningful relationships with families.
- Creative projects, community events, birthday parties, recitals, and seasonal celebrations throughout the year.
- Ongoing coaching, collaboration, and support from our leadership team.
- Opportunities to grow into additional leadership and operational responsibilities.
- Proud member of More Than Just Great Dancing®, 2022 Member of the Year.
- Fun! Seasonal themes, creative class activities, community events, and recitals that keep it exciting all year long.
- Opportunities to grow your schedule and expand your role over time.

How to Apply

Ready to join the AMA team?

Complete our online employment application, which includes a few questions, a short introductory video, and a place to upload your resume and cover letter.

Start Your Application: AmaClasses.com/employment