



Music, Dance, Theatre Arts

3470 Swetzer Road, Loomis, CA 95650 916-652-6377 mclaughlinstudios.com

Description: Receptionist/Customer Service Representative

Receptionist/Customer Service Representative Job Purpose: Serves customers by providing product and service information and sales; resolving product and service problems. Serves visitors/clients by greeting, welcoming, and directing them appropriately; notifies teachers of student arrival; maintains computer and telephone system. Provides office services by implementing administrative duties, procedures, and policies, and monitoring studio events and projects.

Good employees make customers happy and grow our clientele. We are looking for a candidate who will be customer service orientated and a team player. Reliability and honesty are extremely important attributes. We seek good problem solvers who have the ability to follow through and stay on task and are loyal team members.

Job Duties:

- Attracts and welcomes visitors by greeting them, in person or on the telephone; answering or referring product and service inquiries; suggesting information about other products and services.
- Directs visitors/clients to best teacher/class choice by maintaining teacher schedules and bios; giving suggestions and recommendations for lessons, classes, and workshops.
- Maintains safe and clean studio environment by cleaning, straightening, and filing, complying with procedures, rules, and regulations.
- Maintains continuity among staff and faculty by documenting and communicating actions, irregularities, and continuing needs.
- Opens customer accounts by recording account and payment information on Quickbooks and google calendar.
- Maintains customer records by updating account information and collecting payments and fees on Quickbooks and google calendar.
- Resolves product or service problems by clarifying customer complaints; determining the cause of the problem; selecting and explaining the best solution to solve the problem; expediting correction or adjustment; following up to ensure resolution.
- Maintains financial accounts by processing customer payments and adjustments.
- Recommends potential products or services to management by collecting customer information and analyzing customer needs.
- Prepares product or service reports by collecting and analyzing customer information.
- Provides information by answering questions and requests.
- Contributes to team effort by accomplishing related results as needed.
- Maintains supplies inventory by checking stock to determine inventory level; anticipating needed supplies; placing and expediting orders for supplies; verifying receipt of supplies.
- Ensures operation of equipment by completing preventive maintenance requirements; calling for repairs; maintaining equipment inventories; evaluating new equipment and techniques.
- Completes operational requirements by scheduling and assigning administrative projects; expediting work results.
- Contributes to team effort by accomplishing related results as needed.



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Skills/Qualifications/Experience:

Customer Service, Product and Service Knowledge, Quality Focus, Problem Solving, Market Knowledge, Documentation Skills, Listening, Phone Skills, Resolving Conflict, Analyzing Information , Multi-tasking, Verbal Communication, Microsoft Office Skills, Professionalism, Customer Focus, Organization, Informing Others, Handles Pressure, Supply Management, Reporting Skills, Administrative Writing Skills, Managing Processes, Analyzing Information , Inventory Control.

- High School Diploma/GED, some college units preferred.
- Minimum of 2 to 4 years customer service, reception or clerical experience or equivalent.
- Experience with busy multi-lined phones, excellent customer service skills.
- Positive, pleasant and winning attitude.
- Familiar with use of fax, scanners, copier, CD/DVD recorders.
- Good time management skills, managing phone calls, emails, appointments, multiple schedules.
- Ability to understand and carry out oral and/or written instructions; read work orders, tickets, graphs, logs, and schedules; prepare detailed accounting records or reports; inspect, examine, and observe product, equipment, or workmanship; and/or identify and correct defects.
- Advanced computer skills and must be familiar with Microsoft Office 2010. Experience with Quickbooks, Publisher, Excel and Dreamweaver a plus.
- Able to multitask and adapt to multiple projects/tasks.
- Ability to bend, lift up to 40 lbs, reach, sit for long periods of time and stand for extended lengths of time.
- Excellent auditory and visual awareness.
- Familiarity or experience with music, dance, and theatre arts.