



POSITION: Front Desk Attendant
REPORTS TO: MOVE and Intensives Coordinator
JOB TYPE: Part-Time Casual (usually 3 to 4 hour shifts not more than 1-2 times per week)
COMPENSATION: \$21.5/hour
LOCATION: Granville Island Office/Studios

THE COMPANY

Ballet BC is an internationally renowned creation-based contemporary dance company led by Artistic Director Medhi Walerski. Deeply committed to presenting new work by established and emerging choreographers in addition to acclaimed repertoire, the 22-dancer company performs today's most sought-after Canadian and international choreography. Ballet BC tours regionally and internationally to its regular performance season at the Queen Elizabeth Theatre in Vancouver, and is a leader and resource in the community through dance education opportunities, community and audience outreach, and professional development activities which serve to provide greater access to our art form.

The largest dance organization in British Columbia, Ballet BC is located on culturally vibrant Granville Island in the heart of Vancouver, situated on the traditional, ancestral and unceded territory of the Coast Salish peoples—the Skwxwú7mesh (Squamish), Stó:lō and Səl'ílwətaʔ/Selilwitulh (Tsleil-Waututh) and xʷməθkʷəy̅əm (Musqueam) First Nations

THE ROLE

Ballet BC hosts a full schedule of evening adult classes, including ballet, contemporary, and yoga, as well as company events and studio rentals.

The Front Desk Attendant is a key front-of-house role, serving as the first point of contact for visitors, students, and renters. This position is responsible for reception duties, supporting studio operations, monitoring building activity during evening hours, and assisting with set-up and take-down for events and rentals.

This role is well-suited to someone who is organized, welcoming, detail-oriented, and comfortable working in a dynamic arts environment.

We are seeking candidates who have general availability on Thursday evenings and Saturdays.

KEY RESPONSIBILITIES

Front Desk & Visitor Experience

- Serve as the primary front-of-house contact for Ballet BC, ensuring a welcoming and professional presence for all visitors
- Respond to inquiries in person, by phone, and email regarding classes, programs, and studio rentals
- Support a positive visitor and student experience by providing clear information and assistance as needed
- Process merchandise sales and manage front desk transactions during evening hours
- Maintain a clean, organized, and welcoming reception and lobby environment
- Complete opening, monitoring, and closing procedures during evening shifts
- Maintain accurate shift handover notes to ensure continuity between staff and departments

Studio & Building Operations

- Monitor building activity during shifts to ensure safe and appropriate use of studio spaces
- Support studio readiness by preparing and resetting spaces between classes and rentals
- Coordinate light facility needs during shift (e.g., tidiness, basic troubleshooting, identifying maintenance issues)
- Support set-up and strike for evening events, rentals, and studio programming
- Wash and manage laundry as required
- Communicate operational issues or facility concerns to the MOVE and Facilities teams in a timely manner

Class & Program Support (MOVE)

- Support smooth delivery of MOVE classes by managing front desk registration and attendance processes
- Sell MOVE class passes and provide accurate information about programming and schedules
- Maintain and update attendance lists for progressive class series
- Support class check-in process and ensure accurate participant tracking
- Greet students prior to class and assist with orientation to studio spaces and procedures
- Provide basic support for registration and payment system issues
- Ensure studios are prepared for class start times (cleanliness, equipment readiness, removal of personal items)
- Support instructors and escalate issues as needed to the MOVE and Intensives Coordinator

This list of responsibilities is not exhaustive. The successful candidate will be expected to undertake other duties reasonably within the scope of the role. All employees are required to maintain professionalism, flexibility, and a cooperative approach to support the needs of the Company.

SKILLS AND QUALIFICATIONS

- Experience in reception, customer service, or administrative support (arts or hospitality an asset)
- Strong communication and interpersonal skills
- Organized and detail-oriented with the ability to multitask
- Comfortable working independently in a busy, public-facing environment
- Basic computer skills (email, scheduling, POS or registration systems an asset)
- Interest in dance or the performing arts is an asset
- Regular availability for Thursday evenings and Saturday mornings and afternoons required

ADDITIONAL INFORMATION

Applications will be accepted until June 7, 2026. However, we encourage interested candidates to apply early, as applications will be reviewed on a rolling basis.

To apply, please submit your CV and cover letter to: careers@balletbc.com.

Ballet BC is an equal opportunity employer committed to fostering an inclusive, equitable, and accessible work environment. We thank all applicants for their interest; however, only those selected for an interview will be contacted.