

School & Company Manager

About Ballet Memphis

Ballet Memphis aspires to reveal and celebrate the universality of the human experience through dance and movement. The organization was founded in 1986 with the mission to create a ballet company that is reflective of our community and the nation by creating, presenting and teaching ballet in a way that celebrates the human spirit. Over the years, our professional company has developed an extensive original repertoire that spotlights the unique cultural significance of our region. This work has been shared with audiences at home and at venues around the nation, including the Joyce Theater in New York City and the John F. Kennedy Center for the Performing Arts in Washington, D.C., among others. Today, Ballet Memphis operates through four program pillars: a professional dance company, a ballet school and advanced youth ensemble, robust Pilates and wellness offerings, and a growing body of community impact work.

Purpose

The School & Company Manager is responsible for driving operational excellence and seamless coordination across the Ballet Memphis School and professional company of artists. This role ensures effective management of company scheduling, school administration, student and family engagement, and cross-departmental collaboration while supporting the successful execution of performances, educational programs, and organizational initiatives. Through exceptional communication, organization, and relationship-building, the School & Company Manager delivers a positive and enriching experience for artists, students, families, and the broader Ballet Memphis community.

Reporting

This position reports jointly to the Co-Directors of the Ballet Memphis School and the Director of Production. The School & Company Manager collaborates closely with Artistic, Production, and Administrative staff to support the successful operation of the professional company and school programs. This role also serves as a key point of contact for company artists, students, families, guest instructors, and other internal and external stakeholders.

Compensation

This is a full-time position with a salary range of \$50,000- \$52,500, along with a comprehensive benefits package, including medical coverage, paid time off, and a 401(k) plan with company match.



Key Responsibilities

Ballet Memphis School Operations

- Serve as the primary point of contact for Ballet Memphis School students and families, providing ongoing communication, guidance, customer service, and problem resolution.
- Collaborate with building security to welcome students, oversee student arrival and dismissal procedures, and support a safe and positive learning environment.
- Partner with the Co-Directors of the Ballet Memphis School and Advancement team to support program development, student recruitment, marketing initiatives, fundraising efforts, and annual school and summer camp planning.
- Maintain accurate student, family, and program records within the organization's CRM and registration systems; generate reports and provide data support as needed.
- Administer registration, attendance tracking, tuition billing, payment processing, and enrollment management for all Ballet Memphis School programs and Adult Dance offerings.
- Manage Front of House operations for school performances and events in coordination with the Co-Directors of the Ballet Memphis School and the Director of Production.
- Coordinate with the Finance department to ensure accurate instructor payroll tracking and related administrative documentation.
- Assist the Co-Directors of the Ballet Memphis School with enrollment forecasting, program planning, and revenue projections by analyzing registration trends, retention data, and other available information.
- Coordinate and manage parent and community volunteers for school performances, special events, and other Ballet Memphis School activities.

Company Management & Production Support

- Collaborate with the Artistic Director and Director of Production to maintain and communicate the professional company season calendar, rehearsal schedules, performance schedules, and tour logistics.
- Serve as the primary administrative liaison for professional company artists, managing day-to-day communications and operational needs.
- Track and maintain records related to artist paid time off, workers' compensation claims, scheduling adjustments, and other company administrative matters.
- Coordinate and maintain music rights, licensing agreements, and related documentation for performances, rehearsals, recordings, and special events,

working closely with artistic leadership, production staff, composers, publishers, licensing agencies, and administrative partners to ensure compliance with all usage requirements.

- Provide administrative and logistical support for rehearsals, performances, and special events, including audio and video coordination as needed.
- Coordinate company hospitality needs, including rehearsal and performance catering, guest accommodations, and artist support services.
- Arrange travel logistics for visiting artists and company-related travel, including transportation, lodging, itineraries, and per diem administration.
- Serve as House Manager and Front of House support for Ballet Memphis performances and events, ensuring a welcoming patron experience and effective coordination between audience services, production staff, volunteers, and facility operations.
- Support performance execution by coordinating event logistics, audience flow, volunteer assignments, artist needs, and operational communications before, during, and after performances.
- Manage the annual Nutcracker Boutique, including inventory planning and ordering, merchandise management, boutique setup and breakdown, sales coordination, and volunteer oversight to support a successful patron experience and revenue-generating operation.

Administrative & Organizational Support

- Serve as a knowledgeable resource for visitors, students, families, patrons, and community members regarding Ballet Memphis programs and offerings.
- Create, maintain, and distribute schedules, reports, presentations, and communication materials utilizing CRM systems, Microsoft Excel, Canva, and other organizational tools.
- Support cross-departmental projects and initiatives that advance the mission, operations, and strategic goals of Ballet Memphis.
- Attend and support Ballet Memphis School performances, professional company productions, fundraising events, and other organizational activities as required.
- Staff the Ballet Memphis front desk during designated hours, serving as a welcoming and knowledgeable first point of contact for students, families, artists, patrons, renters, and visitors while responding to inquiries and directing requests appropriately.

Requirements

- Exceptional verbal and written communication skills with strong organizational abilities and meticulous attention to detail.

- Advanced proficiency in Microsoft Excel and the Microsoft Office Suite, with the ability to manage data, generate reports, track payments, and maintain accurate records.
- Experience using CRM, registration, ticketing, or database management systems (e.g., PatronManager, Theater Manager, Salesforce, Raiser's Edge, or similar) to maintain constituent records and support operational workflows.
- Proficiency in Canva or similar design platforms to create and maintain professional communications, marketing collateral, schedules, presentations, and other visual materials.
- Demonstrated ability to build and maintain positive, professional relationships with a diverse community of students, families, artists, faculty, and staff.
- Strong understanding of performing arts organizations, arts education programs, and live performance environments.
- Ability to effectively prioritize competing responsibilities, manage multiple projects simultaneously, and meet deadlines in a fast-paced setting.
- Excellent customer service, interpersonal, and problem-solving skills with a commitment to delivering a positive experience for students, families, artists, and stakeholders.
- Self-motivated, adaptable, and collaborative, with the ability to exercise sound judgment, discretion, and professionalism in handling sensitive information.

Ballet Memphis is an equal opportunity employer and do not discriminate against applicants or employees on the basis of sex, race, color, religion, national origin, ancestry or age. In addition, Ballet Memphis does not discriminate against qualified individuals with disabilities or any other legally protected status within applicable federal or state law.

Send cover letter and resume to Careers@BalletMemphis.org.

Be More

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