

# REGISTRATION SPECIALIST



## THE DETAILS:

- Location: Remote friendly (*based in Greater Jacksonville/St. Augustine area a plus but not required*)—Must be available for regular team meetings and calls
- Schedule: Full-Time, Monday–Friday, 10am–6pm + light availability during key tour weekends
- Start Date: ASAP, ideally Summer 2025
- Compensation: Competitive—Exact rate TBD based on experience
- Benefits: Health Insurance after 3 months
- **Deadline to apply: June 15, 2025**

## READ ON IF:

You're the type of person who finds joy in turning a logistical nightmare into a smooth ride—and you do it all while genuinely making people feel seen, supported, and smiling.

You believe that artists (and their studio owners) do their best work when someone like you is making life easier behind the scenes. You're part tech-savvy coordinator, part hospitality specialist, part problem-solving ninja—and all heart.

If phrases like “let me take care of that for you,” “you're all set,” and “we've got your back” make up your daily vocabulary, keep reading.

## THE GIG:

We're hiring a Dance Convention Registration Specialist to support studio owners and directors in registering for ASH events. You'll be the go-to person for answering their questions, spotting potential issues before they arise, and ensuring our clients feel cared for through every step of the process.

When you're not in active registration mode, your magic will shift to concierge-style outreach—connecting with studios that are interested in ASH, sharing what makes our events special, and helping them say yes to joining the ASH family. You'll sometimes partner with our Lead Concierge to extend personal invitations or follow up with studios who've reached out for more info.

This is a full-time, tech-enabled, hospitality-driven role designed to help studio owners get back to what they love most—being with their dancers.

## YOU'LL BE RESPONSIBLE FOR:

### Registration & Client Experience

- Guide studio owners and directors through the registration process from start to finish
- Respond to phone calls and emails with empathy, accuracy, and professionalism
- Troubleshoot challenges and provide clear, effective solutions
- Help prepare registration confirmations, invoices, and schedules
- Maintain positive, long-term relationships with clients by offering friendly, consistent support
- Spot issues before they become problems and resolve them like a pro

### Concierge Outreach & Studio Engagement

- Inspire studio owners to join the ASH experience by sharing our values and offerings

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- Handle inbound inquiries from studios considering attending—respond with care, clarity, and enthusiasm
- Support the Lead Concierge in calling or emailing studio owners to extend personal invitations
- Follow up with past and potential clients to keep ASH top of mind
- Help brainstorm ways to deliver white-glove service that builds lifelong loyalty

## Operations & Tech

- Work within online registration platforms (we'll train you!)
- Confidently use Google Suite, email tools, forms, and shared documents
- Keep detailed records and client notes that support a smooth experience
- Collaborate with the ASH leadership and creative teams to keep everyone on the same page
- Help refine and improve the registration process over time

## WHO YOU ARE:

- Warm, patient, and clear communicator—especially when clients are stressed or confused
- Super organized and detail-oriented—you can track multiple moving parts without breaking a sweat
- Service-minded—you love helping people feel calm, seen, and supported
- Tech-comfortable—you're quick to learn new systems and spot errors before they cause issues
- A creative problem-solver who doesn't stop until it's solved
- Hospitality-focused—you know the client's experience is everything
- Confident sharing ASH's offerings and guiding studios toward saying yes
- Fun, adaptable, and easy to work with—we laugh a lot around here

## WHO YOU'LL BE WORKING WITH:

The ASH registration and leadership team and the Lead Concierge—aka a crew of driven, kind-hearted, creative humans who care about excellence and connection. Check out [@artistssimplyhuman](https://www.instagram.com/artistssimplyhuman) or [ashdance.com](https://www.ashdance.com) to learn more about what we do and who we are.

## FINAL NOTE:

This isn't just about data entry—it's about giving artists the support they need to shine. You'll be a key part of delivering the legendary ASH experience that dancers and studio owners love. Sound like your jam? We can't wait to meet you.

## TO APPLY:

Follow these directions exactly (yes, we're serious): Send an email with the subject line: "**REGISTRATION SPECIALIST – [Your Full Name]**" to [tyler@ashproductions.com](mailto:tyler@ashproductions.com) and attach the following in PDF format:

- A custom cover letter telling us why you'd be the perfect person to support studios and dancers
- One example of you've supported someone (in work, school, or life) in a way that made their day easier
- A detailed resume.

ASH Productions is an Equal Employment Opportunity employer and does not discriminate on the basis of race, color, national origin, religion, gender, age, veteran status, political affiliation, sexual orientation, marital status or disability (in compliance with the Americans with Disabilities Act) with respect to employment opportunities. ASH celebrates diversity and commits to creating an inclusive environment for all employees and subcontractors. The company's goal is to remove barriers to employment that are faced by racialized

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groups and encourage applicants of all genders, abilities, and ethnic, socio-economic, religious, and educational backgrounds. ASH believes that a team with a variety of perspectives and skills is critical to our growth as an organization, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool. For further information about ASH, please visit [www.ASHDance.com](http://www.ASHDance.com)