

**Status: Part-Time; Non-Exempt; 25 hours/week**

**Eligible for Benefits: No**

**Reports to: Director of Education**

**Department: Education**

### **Overview: Assistant Education Coordinator**

Under the oversight of the Education Director, the Assistant Education Coordinator serves as the main liaison between customers, teachers, and students engaged with the Art Center. The Assistant Education Coordinator creates a welcoming environment and facilitates a well-run, high quality, and enjoyable education program by providing clear communication, outstanding organization, and program support.

This position requires a self-motivated, creative individual with strong problem-solving skills, exceptional attention to detail, and the ability to work well both autonomously and as part of our fun and amazing team. This is an excellent entry-level opportunity for those interested in gaining experience working for a non-profit arts organization that serves the local community.

### **Schedule**

This position requires:

- Working on Saturdays during daytime hours.
- Regularly closing on weekdays until 9:30pm.  
Weekday scheduling has some flexibility with days and start times.  
\*Scheduling during training may initially include more daytime hours.

### **Primary Duties**

- Serve as a customer service representative of the education department.
- Answer student questions over the phone and via e-mail.
- Send e-mail communications and clay project pick-up notifications to students.
- Register new and returning students for classes.
- Process cancellations, credits, transfers and refunds.
- Consistent updating, monitoring, and editing of the internal class calendar.
- Assist with setting-up studios for classes and workshops. This may include physical duties, such as setting-up folding tables, chairs, supplies and other materials.
- Provide support when needed to students and instructors before and during classes.
- Distribute surveys to all class participants and Art Party/Team Building clients.
- Review and analyze survey results.
- Work closely with education team members on projects that serve the need of education programs.
- Coordinate and fulfill ArtBox Outreach requests and restock inventory.
- Assist with coverage in other education areas during the summer- ArtBox, Art Lab, Art Parties, & Team Building programs.
- Other duties related to assisting with the needs of the Education Department as assigned.

## Required Skills

Provides exceptional customer service.  
Communicates effectively in oral and written form.  
Works in an environment with demanding deadlines and effectively prioritizes tasks.  
Adapts and operates effectively in a fast-changing environment.  
Strong organization and strategic planning skills.  
Ability to work independently and/or in a collaborative team capacity.  
Ability to learn new applications in a timely manner.  
Ability to retain information regarding artists, teachers, and courses.  
Ability to use active listening skills to interpret customer and instructor needs.  
Proactive critical thinking and problem solving skills.  
Punctual and reliable  
Experience with Google Docs, Google Forms, & MailChimp is preferred, but not required.

**This position may require significant physical exertion to set-up for classes and organize supplies.** Applicants must be able to perform general physical activities that require considerable use of arms and legs and moving the whole body such as lifting, walking, going up and down stairs, setting up folding tables, stooping and handling of materials that weigh between 25-50lbs.

## Preferred Experience

2 years of direct customer service experience is preferred, but not required.  
A background in art is preferred, but not required.

## Pay

\$10.50 per hour

**To apply, please complete the online application. The application contains a section where you will upload your resume.**

**Online Application:** <https://form.jotform.com/230225854500144>