

**WORKHOUSE ARTS CENTER
VISITOR AND ADMINISTRATIVE ASSOCIATE**

JOB ANNOUNCEMENT

The Workhouse Arts Center is looking for individuals who will become a group of “as needed” hourly staff to support the day-to-day operations of the Workhouse Arts Center. These individuals will have a variety of skills and be called upon to work when their skills best meet the needs of events, operations, and other tasks at the Workhouse. We are looking for interested, flexible individuals who would like to be part of the arts in the community.

JOB SUMMARY

Visitor and Administrative Associates are often the first point of contact for most customers and visitors at the Workhouse Arts Center. Primary objective for these positions is a willingness and ability to support the Workhouse activities as needed and add excellent customer service for each visitor to the center, answer phone calls and address inquiries, respond to inquiries, emails, transacts sales, support financial management activities and present a highly knowledgeable, very friendly, and professional support across the board. These positions frequently work independently. These positions involve working with several departments, working weekends and evenings, and multi-tasking. The following outlines the range of responsibilities that may be required.

ROLE AND RESPONSIBILITIES

- General Visitor Service includes the following duties:
 - Greet all visitors so that each customer feels appreciated, comfortable, and welcomed.
 - Address any and all questions.
 - Maintain a strong awareness of classes, camps, performances and activities on campus.
 - Answer phones and respond to voice mail messages during shift.
 - Respond to or forward incoming email communication during shift, as appropriate.
- Financial and Administrative Support may include the following duties:
 - Perform general administrative duties to support various departments at any given time, and as assigned.
 - Transact art sales. Collect sales information from all other buildings.
 - Support the financial management activities, that could include cash management, transaction research/documentation, file management, among others.
 - Support registration and ticket purchases in person, by phone, or email.
 - Address/answer questions regarding classes, events, and performances.
 - Support volunteer efforts and volunteers for the campus.
 - Implement building COVID – 19 policies as assigned.
- Event Support may include the following duties:
 - Provide support to Workhouse community events including but not limited to Community Markets, Winterfest, Fireworks, Brewfest, Gala, Ice Cream Social, Haunted Trail, Second Saturdays, Collect!, etc.
 - Play supporting role in set up and take down of events rentals.
 - Assist with Performing Arts productions as needed.
- Perform other tasks and other duties as assigned.

PREFERRED SKILLS

- Highly skilled at providing excellent customer service to each visitor
- Excellent oral and written skills – Phone and communication skills
- Knowledge of the Workhouse and the services offered
- Knowledge and of financial management with spreadsheet analysis and reporting skills desirable
- Primary Software skills: Microsoft (Outlook, Excel, Word), Adobe Acrobat

EDUCATION/EXPERIENCE REQUIREMENTS

HS Diploma or equivalent, bachelor's degree preferred, Prior relevant experience in a similar environment

ADDITIONAL NOTES

Workhouse Arts Foundation, Inc. and the Workhouse Arts Center are drawn to candidates who have a demonstrated ability to contribute positively and responsibly as part of a team, exhibits good time management skills, and will be proactive in their contribution to fulfilling our mission.

Anticipated Wage: \$15+/hour. Weekly hours are not guaranteed.

To apply, please submit a cover letter and resume to humanresouces@workhousearts.org