# Education Administrative Associate

**Umbrella Arts,** a vibrant regional arts center, seeks an Education Administrative Associate (EAA) to meaningfully contribute to the Umbrella Arts Education Program as the front line of customer service and primary administrator supporting the Education Director and Program Managers with daily operations.

This position will assist with research and office administration in service of the education program and overall organizational mission and goals. The EAA will work to find efficiencies in office operations to better support the thriving and growing programs we operate. They will coordinate and schedule all educational programs including but not limited to classes, outreach, school and community partnerships, one-time programs, workshops and events.

The Education Administrative Associate reports to the Education Program Manager and is a full-time, hourly, benefited, member of the Education Program. The required weekly schedule is Monday – Friday, 10:00 AM – 6:00 PM, with occasional special events as well as weekends and evenings, as needed.

## Responsibilities

### Administrative

- Serve as the on-site front facing point of contact and customer service liaison.
- Process and fulfill education program registrations (phone, mail, walk-up), including group sales, class registrations, gift certificates, financial aid, refunds, support customer service issues, etc.
- Maintain and manage registration information in the database (Tessitura).
- Crosstrain on database to provide support for other program areas as needed.
- Order and maintain an inventory of classroom supplies and ensure supplies are stocked.
- Ensure all classrooms are maintained in their systems of organization and scheduling.
- Help to organize and draft content for Umbrella Arts' seasonal course offerings, periodic newsletters, website, and other media and marketing platforms.
- Support summer camp & vacation week program registration, data importing, and camper processing.

### Program Support

- Coordinate and schedule volunteer support for education programs.
- Strengthen and maintain volunteer networks and recruitment platforms.
- Coordinate logistics and scheduling between staff, teachers, and customers for on-site classes, outreach, partnership programs, and community events.
- Represent Umbrella Arts at public facing community events, recruitment fairs, etc.
- For summer camp specifically, serve as an additional Summer Camp “Health Supervisor” aiding with medical record reviewing and only in an emergency provide medical administration (CPR and first aid required – certification provided and additional training provided).

## Qualifications

- Minimum of a BA or equivalent work experience (2+ years).
- Previous administrative experience.
- Passion for the arts and education.
- Willingness to become CPR and first aid certified with provided training.

## Required Skills

- Well-organized, self-motivated lifelong learner.
- Energetic communication that delivers high-quality customer service.
- Ability to work with a wide range of constituents including staff, volunteers, and students.
- Great intuition and execution when working with technology, including the ability to learn and become proficient with a comprehensive database (CRM). Experience with Tessitura is a plus.
- Ability to manage multiple diverse, and often complex, organizational tasks in a timely, efficient manner.
- Creativity and adaptability in the face of challenging circumstances.
- Ability to work in a small team environment.

## Application Process

Umbrella Arts is dedicated to building a more diverse, equitable, inclusive, and accessible community. Please see our DEIA statement. Applicants from underrepresented populations are strongly encouraged to apply. If you’re excited about this role but don’t meet every qualification, we encourage you to apply and share your story.

This is a full-time position with a comprehensive benefits package. A regular work week is in-person Monday through Friday, and this role will require flexibility for events, rentals, and meetings.

**The hourly rate for this position is $25.00.**

**To apply,** please email a cover letter and resume (as a single PDF) stating your interest and relevant experience to Jason Springer at Education@theUmbrellaArts.org and a cc to Employment@theUmbrellaArts.org. Please include the words “Education Administrative Assistant” in the subject line of your message. (Note: Professional references will be requested at the time of an interview.)

Applications are accepted on a rolling basis; applications received prior **to November 23, 2026** will be given first priority.

No phone calls, please.

## About Umbrella Arts

Umbrella Arts is a one-of-a-kind arts center in the heart of Concord, MA. Established in 1983 and energized by a state-of-the-art renovation in 2020, it is home to a broad array of artistic programs and educational opportunities for all ages, including more than 50 resident artist studios; a community studio; a growing Artist-in-Residence program; year-round arts education opportunities for all ages, including a youth summer camp; a leading ceramics program; one of the region’s newest professional theater companies; film and music performance including a concert series that has recently featured Jon Batiste, Norah Jones, Darius Rucker, and Sheryl Crow; and gallery exhibitions by regional artists and beyond.

Umbrella Arts is about a two-block walk from the MBTA Fitchburg Line Concord stop and easily accessible from the Walden exit of Route 2 with ample free parking. Staff often enjoy visiting the historic downtown center, as well as nearby sites of cultural significance and natural beauty, such as Walden Pond. Staff are encouraged to participate in cultural activities year-round, with complimentary access to Umbrella Arts' headline concerts, professional Stage Company productions, gallery exhibitions, artist-centered annual events, and deep discounts on arts education classes ranging from dance to pottery to woodworking.