

OFFICE ADMINISTRATOR

May, 2021

The Umbrella Arts Center seeks an outgoing, organized, efficient, and personable individual to be both the initial public face of The Umbrella and the rock-solid support of our amazing staff. You must like people, be highly organized, and be able to adapt to different situations quickly. The right person will gain firsthand experience in all that it takes to run an exciting and growing Arts organization. This role will require a great deal of work in Tessitura. Previous work in Tessitura or other CRM and ticketing systems is beneficial.

POSITION SUMMARY

The primary role of the Office Administrator is to assist the Umbrella Department Directors, Managers, and Administrators in general daily operations and to provide The Umbrella constituents and visitors with the highest quality customer service possible.

The Office Administrator assists in overseeing the day-to-day operations of the programs, and manages our Tessitura software system.

The Office Administrator assumes the front desk responsibility for phone, mail, and registration systems. They will have data input, monitoring and reporting, website, some finance and accounting, as well as daily interaction with customers and studio artists.

The Office Administrator reports to the Executive Director and works closely with program Directors, Development, Marketing, and Finance.

RESPONSIBILITIES

Customer Service & Communications

- Serve as a primary customer support for department inquiries and information for the full range of classes, workshops, events, theatrical productions and other activities.
- Act as traffic control by directing public inquiries to the appropriate program.
- Manage communications with Studio Artists, and organize their monthly meetings.

Database and Technology Management

- Manage and maintain our Tessitura software. This position is responsible for building out classes, performances, and other events within Tessitura. They will manage daily activity within the database and will assist program directors with creating products available through multiple points-of-sale.

- Manage on-site IT issues and communicate with off-site IT personnel.

Administrative Responsibilities

- Receive and input incoming checks, cash, and credit cards.
- Make weekly bank deposits.
- Collect Studio Artist payments and maintain records of all transactions.
- Maintain up-to-date shared master calendar of programs and events.
- Manage Arts Education virtual classes through Zoom and Google Classroom.
- Develop and manage internal communication structure including arranging staff meetings, staff events, internal calendars, and regular staff-wide emails.
- Update The Umbrella website with departmental changes as necessary.
- Oversee copier usage and contact with copier company
- Order office supplies.

Facilities

- Receive maintenance reports from building users and staff and communicate them to part time Facilities Manager.

By the nature of the Office Manager's position as a focal point for all Departments, this position will work with Directors and other key staff to develop and implement plans for partnership programming and further illuminate areas of overlap and collaboration in community events, classes and workshops, and public art activities.

REQUIRED EXPERIENCE AND SKILLS

- Highly energetic and self-motivated
- Ability to work well within a community of artists and with the public.
- Ability to effectively present information and respond to questions from customers, and the public.
- Collaborate with and support many different departments.
- Experience with Tessitura (or other CRM software) and generating and maintaining online course registrations and ticketing.
- Excellent organizational, time management and interpersonal skills.
- Demonstrated facility with MS Office, Google Suite, and online social media platforms, and ability to learn Drupal and elementary QuickBooks.

EDUCATION & EXPERIENCE

- We're looking for someone with a passion to learn in the field of non-profit administration and management, arts management, and community arts.
- Experience in similar non-profit arts organizations or equivalent combination of education and experience is a plus, but not required.

The Umbrella is working to create a more diverse, equitable, inclusive, and accessible organization. Please see our [DEIA statement](#). Women and BIPOC candidates are

encouraged to apply.

Annual salary will be commensurate with experience and range between \$35,000 and \$40,000.

Applications, including a cover letter and resume (as a single PDF), should be sent to Jerry Wedge, Executive Director at jerry@theumbrellaarts.org by 5:00 on June 4, 2021. No phone calls please.