



FirstWorks Administrative Coordinator

FirstWorks is a non-profit that enhances the cultural, educational, and economic vitality of our community through world-class performing arts, education programs, and as the Founding Creative Partner for PVDfest. FirstWorks' public performances, whether with iconic guest artists or world-class local ensembles, are framed with extensive community interaction and provide pathways to opportunities for 4,000+ low-income students in Rhode Island.

The FirstWorks Administrative Coordinator assures the smooth operation of FirstWorks across office operations, data, and programs. Vital to the management of the entire organization, the AC must be detail-oriented, highly organized, capable of synthesizing complex information, and be proficient in CRM/Databases, Accounting and MS Office suite applications. The AC provides assistance to the Executive Artistic Director as well as broad support for Administration, Programs, Marketing, and Institutional Advancement. S/he facilitates internal communications and is often the first line of communication with the outside world. The AC reports to the Senior Director.

This is a full-time permanent position. Occasional evenings and weekends based on the season schedule. Fulltime employees are eligible for health & dental benefits. Specific responsibilities include:

Administration:

- Oversee daily management of FW office, including telephone and reception; office supplies and maintenance
- Maintain institutional calendars, schedules, and monitor deadlines and deliverables
- Serve as Board liaison for communications, records, agendas, minutes, and arrangements; handling confidential issues and information
- Assist senior management, coordinating activities, schedules and communications
- Provide personnel management support such as staff searches, recruiting and helping to supervise interns
- Develop presentations, overviews and project schedules as directed
- Working under the supervision of the SD, document our Standard Operating Procedures, and regularly review, update, and communicate process updates and reminders to staff
- Working under the supervision of the SD, perform light bookkeeping functions such as data entry and draft report generation
- Under the supervision of the SD, help develop standard project schedules for various initiatives
- Assist with preparing expense reports
- Note taking at meetings, and following up on assignments
- Maintain electronic and traditional files and archives
- Work closely with SD and Director of Development to integrate, improve and manage CRM Database systems, data entry and reporting
- Provide support to annual campaign, donor cultivation and special events as needed

Program:

- Work with Senior Director to arrange artist lodging, travel and hospitality
- Help manage on-site box office and customer service/POS and FOH needs for all events
- Support for FirstWorks Box Office, including seating charts, ticket inventory and sales data for all self-managed performance and development events
- Gather data on ticket sales, finance, and programs; maintain records and prepare reports

Marketing

- Coordinate distribution of marketing materials and media communications
- Support marketing and cross promotional efforts, including group sales, package and affinity group pricing
- Implement cross-promotional offers and communications with partners
- Manage/update mailing lists for distribution to a variety of constituents

Qualifications:

- Bachelor's degree required with minimum of 2-3 years of office management experience,
- Excellent computer, database management, and proficiency in Excel, Word, Outlook, QuickBooks online, project management tools, and knowledge of Salesforce based CRM tool is helpful
- Ability to work independently and as part of a team
- Welcoming presence: ability to generate enthusiasm for the organization, elicit cooperation, and get information over the phone, via email, and in person
- Excellent verbal and written communication skills
- Knowledge of Greater Providence, business community, creative community and some experience in interacting with the nonprofit arts & culture sector.
- Commitment to connecting art with audiences and FirstWorks core values:
 - ~Creativity and artistic excellence
 - ~Partnership model
 - ~Arts potential for social impact

Salary is commensurate with professional experience. **Benefits** include health care (full-time only) and vacation; an excellent working environment; and the ability to have an impact on creating access and engagement with the arts and bettering the lives of children in Providence and across Rhode Island.

FirstWorks is an Equal Opportunity Employer. We are committed to a diverse workplace. Women, persons of color, and persons with disabilities are encouraged to apply.

How to apply

Interested applicants should send:

- A cover letter, resume, and 1- to 3- multi-page work/writing samples
- The names and contact information of 3 professional references

Send applications to:

jobs@first-works.org (include the position title in the subject line)

Or by mail at: FirstWorks, 275 Westminster St., Suite 501, Providence, RI 02903