

FRONT DESK COORDINATOR

JOB SUMMARY:

The **Cuyahoga Valley Art Center** is seeking a **Front Desk Coordinator**, who will be responsible for helping with the day-to-day operations of the art center. Their goal is to ensure patrons, staff & volunteers have a smooth and positive experience.

KEY RESPONSIBILITIES FOR THIS ROLE:

GREET PATRONS

Front desk coordinators are the face of CVAC. They are the first person a patron sees. It is important for them to have a positive and upbeat demeanor when dealing with new and returning patrons alike. This first impression goes a long way toward patron retention. They also keep count of the number of patrons who enter CVAC's gallery.

CLASS & WORKSHOP SIGN-UPS

Front desk coordinators are responsible for class and workshop sign-ups and their corresponding class and workshop books. This involves person-to-person communication as well as answering calls and emails from patrons regarding classes & workshops. It is important for them to have a strong understanding of class and workshop offerings and the perks of becoming a member of CVAC.

FACILITATE PAYMENTS FOR SERVICES, GIFTSHOP & ART SALES

Front desk coordinators are the point of contact for patrons to pay for the service being received. At CVAC this includes checking patron's membership status and ensuring that it is current before payments are rendered. They are responsible for entering giftshop and art sales onto appropriate forms. They are also responsible for putting together deposits as necessary.

ENTER DATA OF NEW MEMBERS AND UPDATE DATA OF EXISTING MEMBERS

Front desk coordinators enter new patron data, update the data of existing patrons and file the corresponding paperwork.

MAINTAIN FRONT DESK HARMONY BY RESOLVING PATRON ISSUES

Unfortunately, not all patrons will be happy with the service they received. The front desk coordinator, as the point of contact, fields complaints. In a professional manner, they try to calm the client down providing efficient assistance. They then inform the Executive Director of the discrepancy.

SCHEDULE FRONT DESK STAFF & VOLUNTEERS

Front desk coordinator will be responsible for scheduling the front desk staff and volunteers during designated hours and special events. They will consider staff and volunteer requests and report any discrepancies to the Executive Director. They will also ensure that volunteers are recording their hours within the volunteer book.

COORDINATE STAFFING FOR SPECIAL EVENTS

Front desk coordinator will be responsible for coordinating staffing and volunteers for all special events such as; events happening on front street, artist receptions and exhibition take-ins.

SUSTAIN A CLEAN AND ORDERLY WORKSPACE

Front desk coordinator will be responsible for keeping the front desk organized and tidy. They are also responsible for the employee mail boxes and ensuring that all appropriate paperwork and marketing materials are stocked at the front desk.

SUSTAIN CLEANLINESS OF THE GALLERY AND CLASSROOM SPACES

Front desk coordinator will ensure that the gallery and classroom spaces are kept neat and tidy. This includes resetting classroom spaces after each class and potentially emptying trash receptacles as necessary after each class.

RECEIVE IN-KIND AND MONETARY DONATIONS

Front desk coordinator will be responsible for receiving and recording all in-kind and monetary donations.

OPENING & CLOSING PROCEDURES

The front desk coordinator will be responsible for ensuring that all proper actions are being followed within the open and closing procedures. This includes following up with other staff members and volunteers if tasks are not completed. If a staff member or volunteer is unable to open or close the building, it becomes the responsibility of the front desk coordinator.

ADDITIONAL ADMINISTRATIVE TASKS

The front desk coordinator will be responsible for performing additional administrative tasks as assigned by the executive director.

CANDIDATE REQUIREMENTS:

The candidate must be an advocate for the visual arts. This person should be self-motivated, flexible, have strong interpersonal skills, a high energy level and superior organizational skills. Specific characteristics and attributes needed include:

- Excellent verbal and written communication skills
- A professional and courteous demeanor
- Ability to work well with all levels of management, staff and volunteers
- Ability to multi-task
- Demonstrate high standard of integrity
- Attention to detail
- Proactive "can do" attitude
- Experience with Microsoft Office, especially Outlook and Excel (*can be trained*)
- Flexible schedule, available to work nights and weekends

PART-TIME POSITION PROVISIONS:

This is a part-time position with room to grow within the organization.

- Max 20 hours per week unless additional hours are approved by Executive Director.
- Starting compensation rate of \$10.00 per hour.
- In person monthly / bi-monthly reviews of duties will take place with Executive Director.
- The continuation of this position will be determined after a 90-day probation period from the starting date of hire.

To apply, email your cover letter and resume to Danielle Dieterich, *Executive Director* director@cvaltcenter.org or by mail/drop-off to:

Cuyahoga Valley Art Center
Attn: Danielle Dieterich
2131 Front Street
Cuyahoga Falls, OH 44221



APPLICANT INFORMATION

Last Name	First	M.I.	Date
Street Address	Apartment/Unit #		
City	State	ZIP	
Phone	E-mail Address		
Date Available	Social Security No.		
Position Applied for			

EMERGENCY INFORMATION

Name	Relationship
Street	City State zip
Daytime phone	Cell number

EDUCATION

High School	Address
From To Did you graduate?	YES <input type="checkbox"/> NO <input type="checkbox"/> Degree
College	Address
From To Did you graduate?	YES <input type="checkbox"/> NO <input type="checkbox"/> Degree
Other	Address
From To Did you graduate?	YES <input type="checkbox"/> NO <input type="checkbox"/> Degree

CERTIFICATIONS HELD

Certification:	Year earned	Expiration date
Certification:	Year earned	Expiration date

REFERENCES

Please list three professional references.

Full Name	Relationship
Company	Phone
Address	
Full Name	Relationship
Company	Phone
Address	
Full Name	Relationship
Company	Phone
Address	



PREVIOUS EMPLOYMENT				
Company			Phone	
Address			Supervisor	
Job Title		Starting Salary	\$	Ending Salary \$
Responsibilities				
From	To	Reason for Leaving		
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>				
Company			Phone	
Address			Supervisor	
Job Title		Starting Salary	\$	Ending Salary \$
Responsibilities				
From	To	Reason for Leaving		
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>				
Company			Phone	
Address			Supervisor	
Job Title		Starting Salary	\$	Ending Salary \$
Responsibilities				
From	To	Reason for Leaving		
May we contact your previous supervisor for a reference? YES <input type="checkbox"/> NO <input type="checkbox"/>				
MILITARY SERVICE				
Branch			From	To
Rank at Discharge			Type of Discharge	
If other than honorable, explain				
DISCLAIMER AND SIGNATURE				
I certify that my answers are true and complete to the best of my knowledge.				
If this application leads to employment, I understand that false or misleading information in my application or interview may result in my release.				
Signature			Date	