

Job Title:	Patron Services Assistant (part-time)
Reports to:	Senior Manager of Patron Services and Volunteers

JOB PURPOSE:

The Patron Services Assistant works closely with our Senior Manager of Patron Services and Volunteers to assist in ensuring efficient volunteer program administration and providing fulfilling experiences for every volunteer, whether an apprentice or a seasoned veteran. This position will strive to maintain an environment within which volunteers feel empowered and supported as they provide an excellent standard of care to all patrons, in keeping with our organizational values.

This role supports the Kauffman Center Patron Services department through various volunteer retention efforts and miscellaneous front-of-house support.

This part-time position requires 25 hours per week, including varied days of the week, weeknights and weekends.

ESSENTIAL JOB FUNCTIONS:

Hours are based on a 25-hour work week. Actual hours worked may vary each week.

Volunteer Administration – Facilitate opportunities for staff to utilize volunteer support; schedule and lead administrative volunteers; act as front of house lead by briefing administrative volunteers, communicating daily priorities, and upkeep of the volunteer office.

Volunteer Communication – Maintain consistent and effective communication with volunteers by utilizing several methods including e-mails, phone calls, social media, personal correspondence (sympathy, get well, congratulations cards, etc.).

Data Entry and VSys (Volunteer Software) Maintenance – Update volunteer profiles, track statuses, reset passwords, schedule shifts, and credit volunteer hours.

Department Administration – Office management and administration; other departmental and volunteer program needs as requested.

MINIMUM QUALIFICATIONS:

- Minimum of high school diploma
- Minimum of 1 year experience in demonstrative strong administrative office support and clerical skills

- Possesses a superior sense of discretion, judgment and thoughtfulness befitting a highly visible cultural institution
- Passionate about making meaningful, genuine connections with people from all backgrounds
- Must be comfortable with in-person interactions and relationship building with volunteers
- Possess superior communication skills and feel very comfortable communicating in person, over the phone and via email
- Capacity to work with members of the public
- Process driven, and has a keen attention to detail with excellent organizational and project management skills
- Exhibit strong, competent computer skills including MS Office, Word, Excel, Outlook, PowerPoint, and other Window applications such as Microsoft Teams or similar messaging applications
- Ability to accommodate a flexible schedule, as well as being able to perform in a fast-paced, dynamic work environment
- Possess conflict resolution skills
- Ability to lift twenty-five (25) pounds

PREFERRED QUALIFICATIONS:

- Knowledge and proficiency in scheduling using a database or software
- Familiarity with planning events
- Experience in coordinating volunteer groups
- Experience using Canva and Trello

ORGANIZATIONAL VALUES: Adheres to and promotes the Organizational Values:

ORGANIZATIONAL VALUES			
Own it, get it solved	Aim for excellence	Be enthusiastic	Act with respect
<ul style="list-style-type: none"> ▪ Integrity ▪ Honest communication ▪ Transparency ▪ Trustworthy ▪ Responsible 	<ul style="list-style-type: none"> ▪ Striving to improve or meet a standard of excellence ▪ Motivated 	<ul style="list-style-type: none"> ▪ Flexible ▪ Fun ▪ Embraces new ideas 	<ul style="list-style-type: none"> ▪ Service ▪ Considerate of others ▪ Treat others with dignity and care ▪ Work toward shared goals

COMPENSATION: The starting rate of this part-time position is \$18.00 per hour.

The Kauffman Center for the Performing Arts seeks a diverse talent pool affording equal opportunity to all candidates without regard to race, color, age, religion, sexual orientation, gender identity, national origin, disability status, protected veteran status, or any other characteristic protected by law.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.