

## Central Arts Alliance Part-Time Patron Services Associate Thunderbird Arts Center

### About Us

Central Arts Alliance (CAA) provides arts and culture opportunities for all through education, programming, and advocacy. CAA is governed by a Board of Directors and includes approximately 12 staff members, 100+ contractors/teaching artists, and serves over 3,000 students annually at two campus locations: Phoenix Center for the Arts in downtown Phoenix and Thunderbird Arts Center in north Phoenix, as well as throughout the state via the Arizona Art Mobile. CAA works to eliminate barriers to arts and cultural opportunities through accessible tuition pricing and reduced-fee programming to qualified individuals. We also strive to strengthen the Phoenix arts and culture community, while providing a home to multiple community arts and culture organizations.

### Position summary

Patron Services Associates staff Thunderbird Arts Center front desk and provide customer service to all Patrons of the Center. Patrons include, but are not limited to students, resident organizations, teaching artists, temporary space users, and business associates. The Patron Services Associate works from the front desk and assists with check-in for in-person classes. Excellent customer service and reliability are vital to the success of this position.

The Patron Services Associate reports directly to the Patron Services Lead, which will include work assigned by the Programs Department and Campus Manager.

### Key responsibilities

- Open and/or close the facility
- Provide customer service at the front desk during business hours
- Receive inbound calls, place outbound return calls, and receive/send emails in response to community questions and requests
- Enroll students for classes and manage sales
- Serve as virtual administrator for virtual classes as needed
- Manage customer data: complete and maintain patron profiles, etc.
- Communicate regularly with other staff
- Work with volunteers
- Keep the front desk area organized and clean
- Other duties as assigned

### Qualifications

- Excellent customer service skills
- Friendly demeanor, patient nature, and willingness to problem solve
- Commitment to being a team player, and enjoy working with people
- The ability to switch between various priorities and projects quickly
- Strong knowledge of the MindBody class registration system is considered an asset, but training is available if needed
- Cash-handling skills are also required

Compensation and schedule

Seniority Level: Entry, Part-time not to exceed 20 hours per week

Salary Range: \$15 an hour

Instructions to apply:

Please submit a cover letter and resume via email to [apply@phoenixcenterforthearts.org](mailto:apply@phoenixcenterforthearts.org), with the Subject Line: Thunderbird Patron Services Application

No phone calls or third-party solicitations, please.

Employment Verification:

Central Arts Alliance will conduct a screening that may include work history, academic credentials and personal references. We will also complete a background check: this includes a criminal background check and verification of past work history, etc. Employment is contingent upon successful passing of all background checks.

Equity Statement:

Central Arts Alliance understands the broader meaning of equity as: Access to the resources needed to thrive such as education, employment, healthcare, food, clean water, housing, and arts & culture. The board, staff, instructors, and volunteers are committed to equitable practices in everything we do. Our actions to strive for more equitable practices may include, but not be limited to:

- Listening to the needs of our vastly diverse community
- Aspiring to educate those who work with us, using tools such as readings, videos, etc.
- Addressing any inequitable behavior not in alignment with our core values

Core Values:

Arts and cultural education for all ages and stages of life.

Cultural diversity.

Respect for the individual, community, and environment.

Fiscal responsibility.

Accessibility:

Central Arts Alliance is committed to making programs accessible for all participants.