

CENTRAL ARTS ALLIANCE PATRON SERVICES LEAD

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 10 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 online through virtual classes, and 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.

I. Position title

Patron Services Lead

II. Compensation & Benefits

Seniority Level: Lead

Salary Range: \$30,000 to \$40,000 (depends on experience)

- Medical, Dental, & Vision insurance
- Paid vacation and sick days
- 11 annual paid holidays

III. Position summary

The Patron Services Lead oversees the front desk and all patron service duties. Patrons include, but are not limited to students, resident organizations, teaching artists, temporary space users, and business associates. Excellent customer service and reliability are vital to the success of this position. Bilingual candidate preferred but not required. English/Spanish.

IV. Key responsibilities

- Open the facility and provide customer service at the Phoenix Center for the Arts front desk from 9am-5pm, Monday-Friday

- Receive inbound calls, place outbound return calls, and receive/send emails in response to community questions and requests
- Train, schedule, and supervise front desk volunteers and part time Patron Services Associates who staff the desk on nights and weekends
- Coordinate the virtual administration schedule for online classes
- Assists with registering students for classes, processes student class payments
- Serve as virtual administrator for virtual classes as needed
- Manage customer data: merge duplicate accounts, complete patron profiles, monitor class waitlists, track and report on financial aid, etc.
- Track enrollment and retention for all classes
- Coordinate staff and volunteer scheduling for additional events as requested
- Prepare and distribute various student communications and updates related to parking, registration dates, etc.
- Generate client reports including program attendance and participant surveys
- Communicate regularly with other staff
- Keep the front desk area organized and clean
- Other duties as assigned

V. Equity statement

Phoenix Center for the Arts and the Patron Services Lead understand 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

VI. Supervision

The Patron Services Lead oversees front desk workflow, organization, training, front desk volunteers, and 3-5 Patron Services Associates who staff the desk on nights and weekends and/or administer virtual classes. The Patron Services Lead reports to the Programs Manager.

VII. Job Requirements - Skills, abilities and knowledge required

The Patron Services Lead must have excellent customer service skills, including a friendly demeanor, patient nature, and willingness to problem solve. The Patron Services Lead is a team player, and enjoys working with people. The ability to switch between various priorities and projects quickly is a must. Strong knowledge of the MindBody class registration system is considered an asset, but training is available if needed. Cash-handling skills are also required.

VIII. Authority

The Patron Services Lead may authorize any refund to account or credit card, as long as the refund is within approved policies of Central Arts Alliance (dba Phoenix Center for the Arts). The Patron Services Lead also oversees financial aid, scholarships, gift certificates, and promotional discounts.

IX. Workspace and schedule

The Patron Services Lead works from the front desk at Phoenix Center for the Arts, 40 hours per week at the Phoenix Center for the Arts campus, and assists with check-in for in-person classes. When front desk volunteer assistance is available, the Patron Services Lead may work from their office desk. Also responsible for our Thunderbird Art Center Location and may occasionally work from there, if needed.

X. Application instructions

To apply, please send your resume and cover letter to
apply@phoenixcenterforthearts.org

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.

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PHOENIX CENTER FOR THE ARTS

1202 N 3rd Street

Phoenix, AZ 85004

602.254.3100

phoenixcenterforthearts.org

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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.