

Position Description: Operations & Events Associate

Position Type: Non-exempt, Part-Time (15-25 hours/week)

Reports To: Operations Manager

Purpose

Works under the immediate direction of the Operations Manager to serve as the primary internal communications liaison and key logistics support provider. This role coordinates day-to-day facility rental functions, event-related scheduling, and general administrative operations to ensure seamless facility programming.

Key Functions

Event & Facility Logistics

- Assists with reviewing facility rental contracts, floorplans, and master scheduling.
- Serves as a primary contact for rental and programming inquiries, routing leads for follow-up.
- Conducts building tours for prospective clients and community partners.
- Performs weekly detail confirmations for all upcoming events.
- Manages weekly inventory and ordering for office supplies and hospitality linens.
- Schedules bartending staff and security for performances and private rentals.

Communications & Administration

- Serves as the central communication liaison connecting all internal departments.
- Maintains and updates both internal and public-facing organization calendars.
- Distributes post-event and post-rental follow-up surveys to clients and patrons.
- Compiles and submits visitor data reports to internal staff and external partners.
- Generate box office reports as needed.
- Generates basic client invoices utilizing QuickBooks.

Front-of-House Support

- Provides front-desk coverage: greeting visitors, answering phones, and processing ticket sales.
- Runs local operational errands as required.
- Maintains a flexible schedule, including regular evening and weekend availability to support events.
- Performs other duties as assigned by management.

Qualifications & Skills

- Flexible contributor with strong organizational, communication, and interpersonal skills.
- Proficiency with basic office software; experience with QuickBooks and scheduling tools preferred.
- Ability to work independently, exercise initiative, and manage multiple shifting priorities in a dynamic arts environment.