

Hilltop Artists in Residence
Job Description

Title: Administrative Associate

Reports to: Deputy Director

Status: Part-time, Non-Exempt

Position Summary: The Administrative Associate is a detail-oriented and proactive problem-solver who manages the development, input, and maintenance of Hilltop Artists' administrative office systems. This position will work collaboratively with the administrative team and provide support in events, communications, development, and student evaluations. The Administrative Associate is an integral staff member and contributes to the success of our mission: "Using glass art to connect young people from diverse cultural and economic backgrounds to better futures."

Lead Responsibilities

- Develop, maintain, and document office systems to improve efficiency.
- Input and maintenance of office systems including database; digital and paper filing; record keeping; and organizational phone, mail, and email.
- Engage in office operations, such as renewing annual licenses and subscriptions, assisting hot shop visitors, maintaining digital and paper filing, internal communications, and ordering supplies.
- Lead data entry and maintenance related to contacts, glass and ticket sales, and gift records with a strong attention to detail and data integrity.
- Manage the continued development, integration, and implementation of Salesforce database.
- Maintain current knowledge and proficiency in Salesforce applications, taking lead on the creation of donation pages, ticket portals, campaigns, and other Salesforce related functions.
- Pull monthly income reports and coordinate with Accounting Manager to ensure accurate data records.
- Collaborate and partner with Salesforce consultant in execution of monthly contract, including database upgrades and increased functionality.
- Prepare Survey of Academic and Youth Outcomes (SAYO), analyze resulting data, and present final results to Executive Director, Grants Manager, and Outreach Manager.
- Lead Biot Student Ambassador Program administrative efforts.
- Gather content to write and distribute e-newsletter, event announcements, and event reminders.
- Manage the overall content of Hilltop Artists website, including regular review for necessary updates, make edits and changes to information as requested, add upcoming events, and research/implement ways to better leverage this tool creatively.
- Other applicable duties as assigned.

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Support Responsibilities:

- Coordinate with and support teaching artists in managing off-site glass displays at Hotel Murano and St. Joe's, including sending invoices, communicating with purchasers, and maintaining online catalog.
- Accurately record grants in database, send internal communications regarding grant notifications, and assist Grants Manager in maintaining grant filing system.
- Assist Team Production Manager in administering commissions, including updating information in the database and following up on outstanding payments.
- Support Arts Connect Manager at quarterly showcases when volunteer is not available.
- Board retreat administrative support, such as preparing packets, coordinating schedules, and organizing details.
- In collaboration with Deputy Director, prepare for and contribute to fund development retreats.
- Coordinate with marketing and communications team for smooth execution of strategic communication plan, such as developing content, uploading contact lists, and sending emails through Constant Contact.
- Other applicable duties as assigned.

Expectations:

- Communicate with colleagues in an effective and collaborative manner, resolving issues as they arise.
- Serve as a positive role model for students.
- Work with students, volunteers, and other staff with respect and consideration at all times.
- Maintain the highest level of confidentiality regarding student, donor, and program information.
- Research, design, and/or implement systems for maximum efficiency, such as activities reports, task lists, and calendars to guide management and staff.
- Take a solution-oriented, proactive approach to challenges, big and small.
- Interact with donors, patrons, and volunteers with a sense of gratitude and customer care.
- Staff twice-annual organization glass sales and other organization events as needed.
- Participate in staff retreats.
- Attend semi-weekly staff meetings.
- Seek professional development to enhance current knowledge.

Requirements:

- Minimum of three years of administrative and/or nonprofit experience, with increasing levels of responsibility and independence.
- Professional experience using online communication platforms, such as Constant Contact and Wordpress.
- Effective database management skills - create reports, enter data accurately, and teach others. Preferred candidate will have experience in Salesforce and Click & Pledge.

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- Technically competent with an aptitude for learning and leveraging digital systems.
- High level of integrity and ethical awareness.
- Commitment to equity and social justice; willingness to engage in personal and professional growth.
- Driver's license and insurance.

Ability to:

- Research, analyze, and evaluate possible options for Hilltop Artists.
- Independently prepare clear and concise correspondence, memorandum, reports, and other written material.
- Communicate clearly and effectively with colleagues, students, public, partners, and stakeholders.
- Problem-solve and find creative solutions.
- Meet deadlines and manage own time and tasks efficiently.
- Establish and maintain effective, respectful working relationships with those contacted in the course of work, including students, vendors, partners, and volunteers.
- Operate with high professional standards.
- Thrive in a small, shared office environment that is co-located with an active and loud hot shop.
- Dress appropriately for varied job responsibilities.
- Pass a background check.

Physical Requirements:

- The ability to sit at a computer for extended parts of the day.
- Moderate carrying of objects weighing 15-35 pounds.
- Good manual dexterity.
- Speak and hear.
- Light lifting.
- Bending and stooping.

Hilltop Artists in Residence is a 501(c)3 non-profit agency and will not discriminate against or harass any employee or applicant for employment because of race, ethnicity, gender, color, creed, religion, national origin, sex, disability, age, marital status, sexual orientation, gender identity, gender expression, military or veteran status, socioeconomic status, or status with regard to public assistance.