



Sun Valley Center for the Arts

191 Fifth Street East, Ketchum, Idaho
P.O. Box 656, Sun Valley, ID 83353
208-726-9491 • www.sunvalleycenter.org

Job Title: Administrative Coordinator / Lead ticket sales

Reports To: Database Administrator

Purpose: Functions as the greeter and first face interaction at The Center's Ketchum location. This position also oversees The Center's Box Office and serves as the primary administrative support for the Executive Director, Board of Directors and Ketchum office operations.

Key Accountabilities:

- Serves as the greeter, first face and receptionist for The Center's Ketchum location
- Sells tickets and oversees Box Office operations for ticketed Center programs at events and includes maintaining events within the Box Office database program
- Provides administrative support for the Executive Director, including responsibilities for Board communication and administration

Specific Tasks

The work of the Administrative Coordinator includes, but is not limited to, the following:

Administrative

- Serve as primary Sun Valley Center (Ketchum location) receptionist
- Greet and facilitate visitor experience
- Inform people about programs and events
- Answer general information telephone line. Update phone message according to events and keep phone directory up to date. Direct inquiries to proper Center staff person
- Sort and distribute mail
- Catalog and classify daily donations, pledges, or other income
- Log daily cash, checks and credit card receipts
- Scan receipts and bills in order to maintain current records for Accounts Payable
- Monitor and maintain office supplies –including office, kitchen and bathroom supplies
- Maintain internal lists for staffing of rotating duties including kitchen duty, front desk staffing, etc.
- Coordinate, prepare and distribute board packets
- Take minutes for various Board meetings – and compile and distribute as requested
- Maintain and distribute board correspondence and board lists and contacts
- Set-up and tear down for each board meeting with hospitality team
- Maintain front desk duties binder – which includes how-to documentation on tasks
- Oversee and coordinate basic building maintenance in conjunction with Executive Director– including regular maintenance as well as troubleshooting when there are problems.
- Coordinate master program calendar and scheduled use of the classroom and other Center facilities
- Provide administrative and clerical support for Executive Director
- Train and co-supervise summer intern for the administrative work assigned to that seasonal position

Box Office

- Lead daily event sales and monitoring of all Center events
- Assist with set up and maintaining of Center events in the ticketing sales program OvationTix
- Oversee will call and ticket sales at specified ticketed Center events
- Serve as liaison for patrons via phone and email
- Batch print tickets and monitor attendance to all Center events

Program Support

- Serves as primary greeter and security for the gallery space – welcomes museum patrons and assists them with their experience and is mindful of their whereabouts while visiting the gallery space
- Assist curatorial staff with daily opening and closing of the Ketchum gallery

Key Interfaces:

This position will interface with the following groups outside the department:

- Executive Director
- All Staff
- Controller
- Officers on the Board of Directors

Focus:

Administrative: 30%

Program Support: 5%

Reception & Box Office: 65%

Hours

This is a full time, non-exempt position eligible for overtime when more than 40 hours are worked in a week. Work requires the flexibility to frequently work evenings and/or weekends according to The Center's calendar of programs and events. Specific hours will be set monthly, based on program and gallery schedule. Regular office hours for The Center's Ketchum location are Monday-Friday, 9am-5pm. During peak seasons in February, March, July and August – the office is open on Saturdays, 11am-5pm.

Physical Demands;

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work regularly requiring sedentary activity using a computer keyboard and mouse
- Work requiring, on occasion, moderate physical effort including, but not limited to: walking and/or brisk walking, lifting 30-40 lbs, climbing/descending steps, climbing/descending ladders
- Work on site at occasional outdoor events

Education/Experience/Abilities Required:

- College degree desirable or equivalent education/business experience
- Administrative and/or office support experience with ability to deliver on multiple projects concurrently
- Ability to stay focused on multiple tasks and deadlines given frequent interruptions
- Ability to troubleshoot routine computer software and hardware issues
- Basic understanding of web-based technology including wireless device connectivity and electronic communications
- Ability to learn systems quickly and to adapt to changing technology
- Proven history of success with complex and detail oriented assignments
- Working knowledge of all Microsoft Office products including Outlook, Word and Excel. Knowledge of Adobe Illustrator, In Design and Photoshop a plus
- Experience in daily till reconciliation and the processing of daily money batches
- Excellent communication skills and a desire to work as a member of a team
- Self-starter and problem solver
- Experience in customer service interaction and an ability to stay calm under pressure
- Enjoyment in working with people and interacting in person and by phone
- A desire to work within all facets of a multidisciplinary educational arts organization
- Ticket sales, cash handling, and or customer service experience required

To apply:

Please send cover letter and resume to information@sunvalleycenter.org.

Deadline for applications is December 23, 2015 at 3pm. We will be inviting qualified candidates to interview prior to the December closing date as we are eager to fill this position quickly.