



## 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 Assistant – Customer Relations

**Reports To:** Database Administrator

**Purpose:** Functions as the greeter and first face interaction at The Center’s Ketchum location. This position oversees The Center’s box office and serves as the primary ticket sales person both in the office and at events. Serves as the primary administrative support for the organization.

### Key Accountabilities:

- Serves as the greeter, first face, and receptionist for The Center’s Ketchum location
- Represents The Center with professional dress and sunny demeanor while providing excellent customer service and a positive visitor experience
- Sells tickets and shares responsibility of box office operations for ticketed Center programs
- Assists development team with administrative support including mailings, fundraising events, and taking meeting notes.
- Provides on-site support at all Center events

### Specific Tasks

The work of the administrative assistant includes, but is not limited to, the following:

#### Administrative/Box Office

- Serve as primary Sun Valley Center for the Arts (Ketchum location) receptionist
- Greet and facilitate visitor experience
- Inform patrons about programs and events
- Oversee will-call and ticket sales daily, and at Center events
- Batch print tickets and monitor attendance to all Center events
- Lead daily ticket sales and monitoring of all Center events
- Answer general information telephone line and direct inquiries to proper Center staff
- Sort and distribute mail
- Catalog and classify daily donations, pledges, or other income
- Scan receipts and bills in order to maintain current records for accounts payable
- Log daily cash, checks, and credit card receipts
- Order office supplies and track orders and current stock
- Provide administrative and clerical support for executive and artistic directors

#### Program Support

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

#### Administrative Support

- Provide general support for all staff
- Assist development team with all weekly and annual mailings and appeals
- Provide support with gift entry and membership QC

### Key Interfaces:

This position will interface with the following groups:

- Database Administrator

- Development Staff
- Company of Fools Staff
- Executive Director
- Artistic Director
- Director of Performing Arts
- Curator of Visual Arts
- Finance Staff

**Focus:**

Admin Support: 30%

Reception & Box Office: 70%

**Hours**

This is a full-time (40 hours/week), non-exempt position. 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 museum 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 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
- Excellent communication skills required, both verbal and written
- Ticket sales, cash handling and customer service experience required
- Ability to stay focused on multiple tasks and deadlines given frequent interruptions
- Ability to troubleshoot routine computer software and hardware issues
- Skilled with using conventional office technology including wireless devices, scanners, printers, and internet
- Ability to learn systems quickly and to adapt to changing technology
- Skilled with all Microsoft Office products including Outlook, Word, PowerPoint, and Excel
- Knowledge of Adobe Creative Suite, WordPress, and Photoshop a plus
- Experience in the processing of daily money batches and cash drawer reconciliation
- Self-starter and problem solver
- Desire to work as a member of a team and ability to present ideas to a group
- Sunny disposition and eagerness to create a positive welcoming environment for Center guests
- Ability to stay calm under pressure or adversity
- Reliable transportation
- 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 and museum

**Diversity, Equity, and Inclusion:**

The Sun Valley Center for the Arts (SVCA) is committed to fostering and supporting a diverse workplace, and is proud to be an equal opportunity employer. SVCA invites applications from all qualified individuals and welcomes applications from women, members of racialized groups and visible minorities, indigenous persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for applicants with disabilities throughout the recruitment process. SVCA has a clear vision: to be a workplace where a diverse mix of talented people are committed to delivering our mission of providing arts experiences for all.

**To apply:**

Please send cover letter and resume to [information@sunvalleycenter.org](mailto:information@sunvalleycenter.org).

Deadline for applications is November 15, 2019. We will be inviting qualified candidates to interview prior to the closing date as we are eager to fill this position quickly.