

## **Program & Administrative Coordinator**

Reports to: Operations Director, works closely with Program Director and Communications Director, as well as Studio Assistants/Managers, and volunteers.

The Program & Administrative Coordinator is responsible for serving as the first point of contact and a welcoming presence for all students, members, supporters, and visitors to the Donkey Mill Art Center in-person and online. This role will provide critical administrative support and ensure consistent record keeping for programs, events, fundraising initiatives, communications and overall operations. Working in close collaboration with the Operations Director and Program's team, this role will build upon past and current successes, and will provide creative vision and problem-solving for continued improvements. The Program Coordinator must be detail oriented and organized, have strong communication skills, ability to use and manage many forms of technology, time management skills, the ability to work both independently and collaboratively, and to maintain a positive and welcoming attitude even during times of stress.

### Administration & Operations

- Maintains a consistent, welcoming, and informative presence and reception on campus and online during Donkey Mill open hours and during programs/events as scheduled.
- Serves as a principal liaison between students, faculty, staff, and/or external constituencies on day-to-day programmatic, operational, and administrative communications; responds to inquiries, and facilitates problem resolution. This includes phone, email, and in-person interaction.
- Processes incoming digital and hardcopy transactions, and ensures consistent and tidy recordkeeping; including tuition, supply, event, retail (in-person and online-store) donation, grants and memberships. Processes payables and other accounting related tasks in coordination with bookkeeper and Operations Director.
- Maintains awareness of operations budget, coordinate office and facilities supply orders and inventory.
- Provides administrative support in the development, implementation, and marketing of programs, as well as for operations and communications.
- Maintains clean records and ensures timely data entry across multiple software systems, including CRM database, google suite, project management software, and other relevant tools.
- As the on-site presence during open hours, remains aware of facility and operations needs and coordinates with Operations Director and relevant staff to ensure clean, safe, and comfortable facilities.

### Communication

- Schedules & implements programmatic communication, with teaching artists, members, students, volunteers, and the public.

- Updates, publicizes, and disseminates program and event details across multiple platforms, including; internal calendars, website, online listings, social media, and at our facility.
- Works closely and collaboratively with the Communications Director on the overall communications plan while implementing strategies, analyzing data and monitoring trends on social media channels and newsletter. Maintains an active and consistent social media presence.
- Ensures timely distribution of standard communication pieces, including: donation mahalos, membership packets/cards, fundraising campaigns, class/program changes and updates.
- Assists with implementation of communication for events/exhibits as needed.
- As the point person and contact with students, members, donors, and guests; receives and shares feedback with the team to help ensure that we are responsive to the needs of our community.

## Programs

- Monitors enrollment and evaluation for programs, communicating needs with staff, and advises the marketing team of promotional needs including social media, newsletter and other PR opportunities to increase reach.
- Maintains an awareness of program budgets, contracts, and policies; and ensures that details are properly shared and communicated with all involved.
- Prepares course materials for instructors, studio assistants and students.
- Assists in the ordering of supplies, finalization of contracts and course descriptions, and payment of teaching artists and assistants.
- Processes incoming scholarship applications, and provides support and documentation for distribution.
- In collaboration with the Program Director, coordinates activities of support staff, teaching artists, and/or volunteers engaged in implementation and administration of program objectives.
- Assists the Exhibition Program Curator with exhibit specific paperwork including contracts, data entry and other administrative tasks
- Provides insight and feedback to the Program Director, and participates in planning and review of future programs and opportunities.