



## **JOB DESCRIPTION**

**JOB TITLE:** Administrative Assistant

**REPORTS TO:** Artistic Director and Executive Director

Ballet Tucson values equity, diversity and inclusion as guiding organizational principles. We seek to reflect and embrace our community, and provide a welcoming and inclusive environment where artists, audiences, students, staff and volunteers of all backgrounds learn, collaborate, and participate for the benefit of all.

### **SUMMARY**

The Administrative Assistant (AA) will provide high-level administrative support to the Artistic Director (AD) and Executive Director (ED). The AA will also provide customer service to patrons by fielding general inquiries via phone, mail and email, managing the donor database. The AA will work 24 hours per week, Monday-Friday with the exception of performance weeks, in which case days will be adjusted to maintain hours.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- **Administrative Support:**
  - Manage incoming and outgoing mail.
  - Answer phone calls and direct inquiries to the appropriate parties.
  - Respond to emails in the general inbox promptly and professionally.
- **Development Team Support:**
  - Assist with gift entry and record maintenance.
  - Draft correspondence and other communications as needed.
  - Maintain and update databases.
  - Provide logistical support for events organized by the development team.
- **Community Outreach Program Support:**
  - Liaise with schools and other community partners to promote outreach initiatives.
  - Assist in organizing community engagement activities and events.
- **Subscription Sales Support:**
  - Help manage subscription inquiries and sales processes.
  - Track subscription metrics and maintain related databases.

- **Financial Reconciliation:**
  - Work with the bookkeeper to reconcile expenditures and ensure accurate financial records.

## **QUALIFICATIONS & SKILLS REQUIRED**

- Excellent verbal and written communication skills.
- Dedication to providing high-caliber customer service.
- Positive, “can-do” attitude, flexible, demonstrated attention to detail; high degree of initiative.
- Resourceful with the ability to problem solve and maintain a calm and professional demeanor in challenging situations.
- Ability to simultaneously manage multiple deadline-driven tasks and projects.
- Knowledge and/or interest in ballet/dance and the arts is beneficial.
- Proficient with MS Office Suite.
- Proficient in Flodesk preferred.
- Proficient Google Suite preferred.
- Proficient in Bloomerang CRM system preferred.
- Customer Service experience preferred.
- Non-profit/Not-for-profit experience preferred.

## **PHYSICAL DEMANDS/WORK ENVIRONMENT**

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.

- Individuals may need to sit, stand, walk and/or climb stairs as needed.
- Prolonged periods of sitting at a desk and working on a computer
- May require walking primarily on a level surface for intermittent periods throughout the day.
- Frequently required to reach with hands and arms, including reaching above shoulder height, below the waist or lifting as required to file documents or store materials throughout the work day. Proper lifting techniques required.
- May include lifting, carrying or moving up to 25 pounds
- Use hands to finger, handle, or feel; and requires ability to speak or hear
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus.
- The noise level in the work environment is usually moderate.

Primary environment: ambient room temperatures, lighting and traditional office equipment as found in a typical office environment.