



Fund for the Arts

Job Description: Manager, Community Investment & Support

POSITION REPORTS TO: VP, Community Investment & Support

SUPERVISORY REQUIREMENTS: Potential volunteer management and training.

WHO WE ARE

At the Fund for the Arts, we believe that art is a right, not a privilege, because art is a fundamental expression of the human condition. We envision a healthy and vibrant community where everyone embraces the art that exists in our lives every day, where everyone contributes to the well-being of our arts community, and where everyone belongs. Our mission is to contribute to the overall health and well-being of our community by generating resources for, investing in, and supporting our local arts, artists and arts organizations.

OUR VALUES

Equity, Belonging, Accountability, Stewardship, Gratitude, Storytelling and Learning

POSITION SUMMARY

The Manager is a member of the Fund for the Arts Community Investment & Support team, reporting to the VP. This collaborative, community-facing position will focus on the Cultural Pass program, which includes an app due to launch in spring 2025. During the summer when the Cultural Pass program is active, this position is focused on partner and user support, including the app as well as in person services at libraries and other community spaces. In other times of the year, the position will support the planning and preparation for the summer Cultural Pass season, evaluation and assessment following the summer season, and in assisting the Fund for the Arts and its partners with planning for the expansion of the summer Cultural Pass program.

The Manager will possess entrepreneurial skills including exceptional customer service skills and a desire to go above and beyond to ensure an optimal partner and user experience. Before, during, and after the summer Cultural Pass season, Fund for the Arts can be a fast-paced environment with 60+ partners and 40,000 pass users within this program. The Manager must be responsive, timely, flexible, calm under pressure, and the ultimate team player.

ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES

- Manages the Cultural Pass program together with the Fund for the Arts team.
- Manages the Cultural Pass app and development of collateral materials such as user guides.
- Recruit, train, and retain partners (arts and culture organizations) to ensure efficient and consistent participation in the Cultural Pass program including the app; guide and support partner representatives in using the Cultural Pass app and resources.
- Manage partners' portal submissions for the Cultural Pass calendar of programs and events.
- Facilitate assessment and evaluation of the Cultural Pass program.
- Manage the Cultural Pass Kickoff and other public events related to the program.

- Work together with the Fund for the Arts team to develop and implement orientation meetings and partner support tools.
- Collaborate and interact with other Fund for the Arts departments regarding marketing, fundraising, and public programming initiatives related to the Cultural Pass program and app.
- Provide partner and user support and service for all Cultural Pass app functions:
 - Field inbound calls.
 - Respond to email and phone inquiries from shared voicemail and email inboxes.
 - Document partner and user inquiries to communicate with internal and external app teams.
- Communicate with staff across the Fund for the Arts and external app teams:
 - Share any issues that arise to ensure problems are resolved in a timely and effective manner.
 - Work with staff and partners to communicate information and updates to partners and users as needed.
 - Prepare and distribute program reports.
 - Share relevant information with the Fund for the Arts team and recommend options or changes in policies or process flow as needed.
- The Manager will maintain a very active presence in the Cultural Pass program, in order to develop a complete understanding of the program, its goals, and the partners and users it serves. As such, the successful candidate will attend community events and other activities funded through Cultural Pass and/or promoting the Cultural Pass.

COMPETENCIES AND SKILLS

The Manager, Community Investment & Support will have:

- Experience with training and/or collaborating with multiple partners using online applications.
- Strong communication skills, including verbal, written, and presentation.
- Excellent community building skills.
- Ability to handle and balance many responsibilities in a calm and efficient manner.
- High level of self-direction, self-motivation and ability to set priorities.
- Ability to anticipate and solve practical problems with patience and professionalism.
- Proficiency in Microsoft Office (Word, Excel, PowerPoint, etc.).
- Preferred experience in online applications, CRM software, and related platforms, as well as data analytics skills.

REQUIREMENTS

The Manager, Community Investment & Support will have the following experience and attributes:

- Bachelor's degree and relevant experience in the field, or equivalent combination of education, training, and experience.
- Preference for candidates with a background in arts and culture organizations, and/or customer service.
- A collaborative and flexible style, with a strong service mentality. Needs to be a team player.
- Flexible and a self-starter who works independently, but who also thrives in a team environment, sharing ideas, and working collaboratively; able to multitask while also being highly detail oriented.
- Strong interpersonal skills; ability to establish good working relationships with staff, colleagues, donors, volunteers and a wide variety of community members.

TRAVEL & TIME REQUIREMENTS: In general, the Fund for the Arts maintains regular weekly office hours in a hybrid in-office and remote environment from 8:30 am – 5 pm, M-F. This position supports a summer program that will necessitate flexibility in days/hours worked, based on the Cultural Pass program calendar and

community and pass user support needs. The position is expected to represent the Fund for the Arts externally during evening and weekend events. Local travel required; reimbursement for work-related travel is available.

BENEFITS AND COMPENSATION: Fulltime position, \$40,000 - \$45,000 (depending upon qualifications and experience). Eligibility, subject to insurance plan provisions, for health, dental, vision, short-term disability, and life insurance coverage. Subject to eligibility requirements, participation in 401(k) plan, with employer match. Vacation and holiday pay. Employer-paid parking.

Fund for the Arts, as an equal opportunity employer, committed to equity and belonging in the workplace, does not discriminate against any employee or job applicant because of race, color, religion, sex, national origin, disability, age, sexual orientation, gender identity, marital status, veteran status, or any other legally protected class.