PROGRAM COOORDINATOR

About ArtsBoston

Founded in 1975, ArtsBoston is Greater Boston’s largest nonprofit arts service organization, serving dance and theater companies, musical ensembles, performing arts presenters, museums, and other cultural entities. Our award-winning programs engage 146 member organizations and reach more than 1 million arts consumers each year. We connect the sector and help organizations build audiences through data-driven research, promotional support, networking, convening, and professional development. Our membership ranges from large, well-known institutions to smaller, community-based groups; 60% of our members have annual budgets under $500,000. We advocate for a fair and inclusive arts community working to dismantle systems of oppression and eliminate biases in our culture – and within ourselves to achieve our vision of a vibrant Greater Boston that embraces arts and culture as an invaluable asset that powers ideas and creativity, fosters innovation, and celebrates diversity.

Anti-Racism & Belonging Statement

Our response to the major economic and social disruptions of the COVID-19 pandemic and racial justice reckoning has been grounded in our strategic plan adopted in 2019. We are committed to being the change we seek to support the cultural sector; and to the idea that “building back better” must advance equity in order to ensure more resiliency. We define equity as expanding visibility, engagement, and access for traditionally marginalized communities in the arts, including but not limited to communities of color.

As we chart a course forward, we are evaluating ArtsBoston’s strategy and business model to understand how we can best serve our mission and our community in changing times. ArtsBoston aims to cultivate a staff and board culture that supports individual and collective commitment to embracing a sense of belonging for all; evolves cultural empathy and competence; and attracts people who are excited about helping ArtsBoston deepen its impact across diverse communities in the Greater Boston region.

Position Description & Reporting

ArtsBoston seeks a full-time Program Coordinator to support current programs and help the organization plan for future growth. Reporting directly to the Deputy Director, Programs the coordinator will be expected to plan and execute programs, manage related activities, including budgeting and reporting, and collaborate with the Sales Director and Marketing Manager to support advertising, membership and marketing goals.
Job Responsibilities

**NAAC Boston (50%)**
The Network for Arts Administrators of Color (NAAC Boston) is a network of more than 400 practicing artists and administrators of color, founded in 2016 by Victoria George, under the umbrella of ArtsBoston. NAAC Boston was created to enhance the visibility of professionals of color in Greater Boston’s arts and culture sector, widen the leadership pipeline and highlight opportunities for professional and personal growth in the field, and foster an environment where arts administrators of color can connect, learn from, and support each other.

- Maintain the NAAC membership database, directory, Facebook Group, and Google Group
- Welcome and orient new members to NAAC’s mission, resources, and community
- Maintain NAAC Boston section of ArtsBoston website and blog
- Coordinate, schedule and attend all NAAC steering committee meetings, document notes/next steps and support Deputy Director, Programs in reporting outcomes in weekly management meetings
- Support Deputy Director, Programs in all planning and organizing leading up to NAAC events (virtual or in person) including coordinating with participants, setting up virtual or physical meetings spaces, managing RSVP lists and documenting outcomes (capturing photos, videos, etc)
- Assist Deputy Director, Programs in management of NAAC Mentorship & Sponsorship Program
- Assist Deputy Director, Programs in writing and sending network communications including a monthly newsletter
- Assist Deputy Director, Programs in regularly obtaining NAAC membership’s input and feedback
- Respond to NAAC member inquiries and requests and initiate connections between potential partners and collaborators
- Represent ArtsBoston and NAAC Boston in various communities to promote Network’s visibility

**ArtsBoston Calendar (35%)**
The ArtsBoston Calendar is the most comprehensive online compilation of performances, exhibitions, festivals, and free events in Greater Boston. In 2020, we expanded it to include digital performances, classes, behind-the-scenes tours, outdoor events, and other offerings. Updated daily and amplified via multiple social media channels, a robust email list, and syndication partnerships, the Calendar reached 550,000+ individuals annually pre-pandemic.

- Review and publish new events, venues and organizations to the ArtsBoston Calendar daily. Edit events for image requirements, event appropriateness, language and any missing information.
• Communicate with organizations who need to adjust their events with detailed descriptions of what needs to be edited
• Answer all customer service calls and emails regarding the Calendar
• Collaborate with Director of Sales and Marketing Manager weekly to curate themes, visibility and recommendations on the ArtsBoston Calendar weekly that are inclusive of diverse identities and support both a sense of belonging and advertising, marketing and membership goals
• Research and conduct outreach with diverse communities and neighborhoods to engage organizations, venues and events to raise awareness of the benefits of posting on the ArtsBoston Calendar
• Be the primary point of contact for ArtsOpolis (Calendar platform provider) on network support issues, features/functionality improvements and syndication partnerships
• Provide Calendar training artifacts and one on one support to help with community engagement

**ArtsBoston Audience Initiative (10%)**
The AAI is a local database of 1.4 million arts-going households accessed by participating arts organizations to help better understand existing and potential new audiences. It also facilitates mailing lists trades between organizations.

• Oversee administration of the ArtsBoston Audience Initiative market knowledge database program including annual member renewals
• Provide user support as needed
• Upload ArtsBoston patron data annually

**Other Administrative Duties as Needed (5%)**

**Qualifications**

**Knowledge and Experience**
• Experience engaging with and holding space for diverse perspectives and identities, including but not limited to communities of color, disability, age, gender identity, and/or sexual orientation
• Superior listening, documentation and writing skills
• Knowledge of and passion for Greater Boston’s arts community
• Demonstrated success in program planning, execution and reporting
• Strong computer skills, including proficiency with Microsoft Office Suite, MailChimp (or other email platform), Zoom (or other virtual meeting platforms), survey and project management tools, Wordpress and graphic design experience a plus
• Any equivalent combination of education, experience, and training that provides the required knowledge, skills, and abilities will be considered

**Personal Qualities**

• An empathetic person who respects and can incorporate diverse perspectives
• A positive, creative thinker and self-starter with proven ability to communicate ideas and provide creative solutions and process recommendations to advance projects
• Strong organizational skills; deadline and service driven
• Focused, flexible, collegial, and team oriented
• Engenders trust; self-aware and open to feedback
• Curious and willing to learn
• Operates with a high degree of integrity and respect
• Passionate about making a difference

**Job Structure and Benefits**

This position is full-time. Occasional weekend and evening hours will be required. Salary range is $42,000 – 48,000, commensurate with experience. ArtsBoston offers a comprehensive benefits package including **100% medical insurance**, 100% dental, an FSA plan, life insurance, long-term and short-term disability, and a 401k retirement savings plan PLUS frequent opportunities to attend arts performances and events. We encourage and support participation in professional development opportunities, including conferences, trainings, and other skill and experience building offerings.

ArtsBoston is committed to building a team who reflects the diversity of Greater Boston. People of color, members of the LGBTQ community, and people with disabilities are strongly encouraged to apply.

**COVID-19 Update and Hybrid Work Environment**
This position is fully remote for the immediate future however preference will be made for candidates currently living in the Greater Boston area. ArtsBoston is planning for a gradual hybrid transition to in-person meeting space as needed.

**Vaccination Requirement**
All current ArtsBoston employees are required to be vaccinated for COVID-19 and stay up to date on recommended vaccination schedule from the CDC. ArtsBoston requires any new employees to be fully vaccinated by date of hire, absent a medical or religious accommodation as approved by the Deputy Director, Operations & External Affairs.
How to Apply

To express your interest in this role please submit your materials in any format that demonstrates to us your relevant experience and why you are interested in this position to jobs@artsboston.org. Include PROGRAM COODINATOR in the subject line.