



# Young Audiences Western New York

**Job Title:** Program Coordinator  
**Reports to** Director of Programs  
**Status:** Non-Exempt

Young Audiences of Western New York is seeking a new Program Coordinator. Located in Buffalo's Downtown Central Library, our office is located in the heart of downtown.

**Company:** Young Audiences is the leading arts-in-education organization in the 8 counties of WNY. We accomplish our mission through working with professional artists to engage young people in creative learning opportunities, so that they might become extraordinary adults. A sustainable and growing nonprofit organization, we celebrated 50 years of service in 2013 and are one of 32 affiliates in 23 states. We provide programming in schools and community centers in the visual, literary, media, and performing arts, in multi-year long-term collaborations, residencies, and workshops. A key strategy and growth area is working with young people living in geographically remote communities and/or in poverty as well as those most at risk of educational failure due to addictions, mental health issues, development disabilities and/or involvement with the juvenile justice system.

Young Audiences is a "best kept secret" of the region's cultural organizations because our programming takes place primarily in schools and afterschool programs - tens of thousands of children work with artists every year as a result of the work we do with artists and educators. Our artists and the children's experiences with them are our priority. Many of our artists are able to remain full time, professional artists because of the work they do with us every year.

We embrace diversity and do our best to provide relevant programming to our youth. We value the varying strengths and life experience of our board, staff, artists and partners. Our intention is to continue valuing our differences and expanding our strengths through appropriate hires, volunteers, and partners.

We have an open office – no walls, but dividers – and beautiful windows. So, we are a friendly group, and of course we respect each other's need to focus. The Library building is bustling, and it is a fun location to work. As downtown is rebuilt and quality eating establishments emerge, we enjoy our surroundings. Our workday is more or less Monday-Friday 8:30 or 9 to 5pm. Occasionally evening or weekend meetings are required, but not more than once/ twice monthly.

**The Position:** A successful candidate would be an organized, detail-oriented person who is a strong relationship builder and comfortable spending most of their time at a desk while supporting a small team that has a big impact across Western New York.

The Program Coordinator serves as a liaison between artists, ensembles, and the schools to schedule workshops and performances, oversee receivables, and general office coordination.

## **Essential responsibilities:**

### **Programming Support 30%**

- Schedule program bookings including using Salesforce to input and track data, send confirmations, and invoice programs.



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- Oversee BOCES programming.
- Conduct outreach to proactively maintain relationships with schools and community venues.
- Send out monthly assessment and evaluation surveys.
- Prepare statistical reports quarterly.
- Supports Director of Programs in scheduling and budgeting for residencies and partnerships.

## **Artist management 30%**

- Manage artist materials requests, storage, and technical requirements.
- Manage artist directory information using Salesforce and Google Drive.
- Make weekly phone call to all residency artists for the week ahead.
- Assists Director of Programs in issuing and securing annual artist contracts, maintaining, and updating artist materials.
- Assists Director of Programs in updating and maintaining Program Curriculum Guides.
- Proactively keep updated on the artist roster to be able to build relationships and communicate effectively about artists and programs during outreach activities.

## **Invoicing and Accounts 30%**

- Oversee invoicing and receivables for major contracts.
- Oversee receivables and payables as tracked in Salesforce.
- Produces monthly reports of the sales journal, receivables, and payables to be approved by Director of Programs mostly utilizing Salesforce and Microsoft Excel.
- Collecting on receivables as needed.

## **Office Management and Logistics 10%**

- The primary receptionist of phone calls, maintains a friendly, knowledgeable, and helpful phone demeanor.
- Assist with creating and maintaining efficient systems for file and data management.
- Provides support for other staff as directed by the Director of Programs or Executive Director.

## **Essential Requirements:**

- A passion for arts education
- An eye for creating efficient systems and keeping track of details
- Ability to prioritize tasks to meet competing deadlines
- Ability to develop trusting relationships with diverse individuals of different backgrounds
- Comfortable using various computer systems and online platforms
- Comfortable making phone calls
- Love of continuous learning
- Flexibility and adaptability
- Strong oral and written communication skills
- Ability to exercise discretion when handling sensitive matters
- Commitment to our mission
- Enjoy working in a collaborative, fast-paced environment with an open-office concept

## **Compensation and Benefits:**



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- Compensation for this full-time, non-exempt 40-hour per week position at \$12-14 an hour. Hourly pay rate offer will be dependent on experience.
- Parking pass or \$55 towards a monthly NFTA pass.
- Full-time staff are eligible for 9 paid personal/sick days, 2 floating holidays, and can earn up to 17 days of Vacation Paid Time Off (PTO), which increases after three years. The office observes up to 12 paid national holidays.
- Full-time staff may enroll in a staff member only contract for medical insurance on the first of the month following 60 days of employment and may elect to participate in a Flexible Spending Account.
- A 401k plan is offered to staff after one year of service, with up to 2% match from the organization.

## **Our Hiring Process and Timeline:**

- We will read your cover letter first; your past experience is not as important as gauging if this is the right fit for you. In your cover letter make sure to tell us why you are interested in this position and what makes you a strong candidate.
- We will review applications on a rolling basis until the position is filled.
- We will not acknowledge every application. An autoresponder on our email account will indicate that your application has been received.
- We will begin scheduling phone interviews on July 18<sup>th</sup> and plan to begin in person interviews the week of July 24<sup>th</sup>.
- References will not be contacted unless candidates are scheduled for an in-person interview.
- An offer is expected to go out by the week of August 21<sup>st</sup>.
- We would like the selected candidate to start September 18<sup>th</sup>.

**To apply:** Send an email with “Program Coordinator” to [employment@yawny.org](mailto:employment@yawny.org) in the subject line. Include in pdf format: resume, cover letter, and three references, that will only be called after a candidate has an in person interview. No phone calls please.

Young Audiences is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, upgrading, promotions, and other conditions of employment against any employee or job applicant on the bases of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression.