



Job Description

Title: Program Assistant

Department: Learning and Community Engagement

Reports to: SVP of Learning and Community Engagement

Status: Non-Exempt, Full-Time

Position to begin September 3, 2019

Job Purpose

The Program Assistant provides administrative support for the work of the Learning and Community Engagement Department. The position maintains records, monitors registration and attendance, and prepares documents for all learning and community engagement programs. The position also supports the administrative operations of the department and provides logistical assistance at program events.

Learning and Community Program Responsibilities

- Collaborates with the learning and community engagement team to ensure successful implementation of all programs
- Maintains artist information and materials; creates letters of agreement, contracts, and internal memos for artist payment; obtains artist headshots, biographies, and recording releases as needed
- Assists with program application and registration process, including: preparation of application and registration forms, responding to applicant inquiries; processing of submissions, and generation of participant materials
- Creates and maintains registration and attendance records of musician participation in learning and community engagement events using organization's customized online platform; assists in scheduling and communications.
- Records learning and community engagement department expenses; collaborates with Director of Planning and Assessment to monitor department finances and budgeting
- Collaborates with Director of Programming and marketing team to ensure timely submission of all program book and promotional materials; proofreads materials for publication
- Drafts communications for newsletters and board updates; takes meeting minutes
- Fields customer service inquiries from internal stakeholders and patrons; monitors department email account and phone line; directs inquiries to appropriate parties
- Provide general administrative support, including: maintaining department mailing lists; updating department calendar; ordering supplies; keeping professional memberships active; and organizing photos and videos
- Provides onsite support at learning and community engagement events
- Other duties as assigned



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Education and Required Experience:

- Bachelor's degree
- One to two years of experience coordinating projects
- Experience working in an office setting preferred

Competencies, Knowledge, Skills, & Abilities:

- Extremely detail-oriented with exceptional organizational skills
- Self-motivated and able to simultaneously manage multiple projects
- Excellent written and verbal communication skills
- Capacity to work under pressure and collaboratively with all types of people
- Ability to work flexible hours including occasional weekends and evenings
- Must be able to pass state and federal clearances to work in educational settings and healthcare facilities
- Proficiency in using standard office software, especially Microsoft Office Suite

Work Environment & Physical Demands:

- Ability to lift and carry up to 25 pounds. Ability to climb stairs. Frequently required to sit.

To apply, please send a cover letter and resume to: lmason@pittsburghsymphony.org