

**Creative Arts Workshop**  
**Visitor Services and Operations Manager**  
**Job Posting**



Creative Arts Workshop (CAW) is seeking candidates for a new position at its downtown New Haven, CT organization and facility. We are seeking dependable, qualified candidates for the essential functions of visitors services and operations. This is an onsite, full time position.\*

Creative Arts Workshop is a center for contemporary arts in New Haven, serving as a community and production space for artists and the broader community—to cultivate ideas, engage in creativity, impact social change, and connect with new networks. Our mission is simple: foster creativity through engagement in the visual arts. We believe that creativity is part of the human experience and that everyone is inherently creative. Our vision is a thriving New Haven region enriched by creativity—and that CAW helps unlock that for everyone.

We operate a year-round visual arts school with workshops and classes as well as a gallery with exhibitions and public programs. For more about us, visit [creativeartsworkshop.org](http://creativeartsworkshop.org).

We are committed to building a creative and dynamic work environment that celebrates individual differences and diversity, treating everyone with fairness and respect. We strongly encourage candidates of color to apply.

**Primary Responsibilities**

An essential part of this position is our visitors services. This includes front desk reception. This position represents the first face and first voice that a student, visitor, donor, or board member encounters. It is the first impression that they have of our organization and our culture. This position is responsible for the student/visitor/customer experience with the “front of house” at CAW. This position is a 40-hour per week one. Note: As our front desk is also open between 5-8 pm Monday - Friday, and 8:30 am-4pm on weekends, we will also be hiring for part time workers to fill in the remaining hours.

Visitor Services

Examples of key activities include, but are not limited to:

- Manage/supervise PT reception staffing for remaining time slots
- Greeting visitors; First contact responsibilities with the public
- Open/close the building and ready/close down for the day (shift dependent)
- Routing outside phone calls
- Directing students to classrooms as necessary, helping parents meet up with their children
- Providing information on exhibitions in our galleries, tallying visitor counts
- Supporting exhibition and public programs events (receptions, artist talks etc).
- Serve as back up staff for processing class registrations

An equal counterpart for this position is to support CAW's operations. This position has a high degree of responsibility for the smooth operations of the facility and key administration areas. Activities include interfacing and working well with different departments in the organization on key functions that keep the organization running smoothly, and presenting well to the public. This person will gain a solid knowledge of the facility and vendors with whom CAW works and help advance us towards our goals of ensuring a safe and appealing environment for all.

### Operations and Administration

Key activities for this area of work include, but are not limited to:

- Serve as coordinator for building-related operations (e.g. janitorial team supervision, supplies etc)
- Coordinate and monitor contracts with vendors and facilities vendor visits
- Coordinate/create/process purchase orders for art departments and administration Processing/distributing incoming mail; track related budgets
- Support Finance Office (including process donations, deposits, timesheets)
- Data entry and handling as needed
- Support for fundraising mailings as needed.

### About Creative Arts Workshop

Creative Arts Workshop is a nonprofit regional center for creativity that has served the Greater New Haven area since 1961. As an anchor institution located in the heart of the award-winning Audubon Arts District, CAW offers a wide range of visual arts classes and engagement in creativity in its own three-story building with fully-equipped studios in eight disciplines, and an active exhibition and public programming schedule.

More than 1,800 adults and young people enroll annually in the more than 400 courses offered by Creative Arts Workshop, while over 1000 visitors enjoy the free exhibitions and public programs in its destination galleries year round. CAW's classes are open to students of all ages and levels of experience. CAW is supported by tuition fees, sponsorship, contributions from individuals, charitable foundations, public funding, memberships, and from special events and sales.

### Commitment to Equity and Inclusion

Creative Arts Workshop values diversity, inclusion, and equity at all levels of its organization, including its Board, committees, and staff. Diversity in this context refers to groups and individuals identified by, for instance, race, color, sex, gender, sexual orientation, age, disability status, religion, national origin, marital or partnership status, ancestry, political belief or activity, or status as a veteran. To foster the values of equity and inclusion, CAW seeks participation of its Board, committees, and staff, and from individuals who share and hold these values and reflect the diversity of the New Haven region, with a focus on majority African, Latina/o/x, Asian, Arab, and Native American (ALAANA) participation and disability representation.

Candidates are encouraged to visit CAW's website at [creativeartsworkshop.org](http://creativeartsworkshop.org) to familiarize themselves with our work.

### Additional Information

Note 1: COVID-19 -- The safety and wellbeing of everyone who comes to CAW is our number one priority. CAW is taking all necessary precautions to safeguard the health and wellbeing of all staff, instructors, board, students, and visitors. New staff will be given PPE and trained in all protocols and procedures in place to address pandemic-related issues.

Note 2: This position may require occasional work on evenings and weekends. Additional tasks, responsibilities and special projects as assigned.

### Skills and Qualifications

You will be joining a small team. We value positive, productive, and team-oriented employees. This is a position with a high level of responsibility and discretion. The organization will train you on our systems, but basic office skills/experience is preferred.

Since much of this position works with the public, you must enjoy working with people and being responsive to their inquiries, have patience and positive problem solving skills, and be a good ambassador for the organization. You must be able to juggle multiple projects to a professional standard, on time and with a high level of accuracy. You should be discrete, responsible, and highly organized. You will be detail oriented but also be able to see and understand the bigger picture or context.

Candidates should have a solid familiarity with office applications (MS Word, Excel) and/or Google/G Suite applications( Docs, sheets, forms) is essential. These applications are used every day in this position.

### **Compensation**

Commensurate with experience, appropriate to budget size, and regional nonprofit salaries. We are actively seeking FT candidates (40 hours per week), but will consider exceptional candidates for a substantial PT position 20-25 hours. FT position includes holidays, vacation, personal days, sick days and participation in the company health plan (employee pays 20%). PT position(s) include paid holiday time.

Growth opportunities into mid-level positions in the organization exist for this position.

### **To apply**

By email only. Send cover letter, resume, and names of three references (at least two must be professional. References will not be contacted without permission) with their contact information. Send package to [humanresources@creativeartsworkshop.org](mailto:humanresources@creativeartsworkshop.org). Unfortunately, incomplete packages cannot not be considered.

Review of applications will begin in mid-May 2021 followed by interviews. Only qualified applicants will be invited for an interview.

No calls or drop in's, please.

We look forward to welcoming you to CAW!