

Dunedin Fine Art Center (DFAC)
Dunedin, Florida

Position Title:

Assistant Manager of Experiences

General Description of Duties

The **Assistant Manager of Experiences** is a *part-time plus position* under the direction of the Manger of Experiences; this position is responsible for all aspects of assisting the Manger of Experiences in managing the Gallery Shop from working with consigning artists to the selection of stock and training Shop volunteers. In conjunction, this position is responsible for DFAC's Volunteer program, including recruitment, selection, and training. This position also helps to manage the Visitor Services department. As well as other duties as assigned by the President/CEO.

Specific Duties & Responsibilities

Gallery Shop main responsibilities: Customer Service, Merchandise, Consignment, Software and Shop Volunteers

- Responsible for delivering a high level of customer service: phone sales, special orders, and artist enquiries
- Cash handling: ensure that end of day reporting; maintain back-office safe/cash register balances
- Managing Gallery Shop volunteers with training and communications
- Create exciting visual displays and rotates inventory regularly
- Plans items for the Annual Holiday Show and other special events
- Creates quarterly sales plans and monitors variables as needed for profitability
- Creates/maintains vendor files; ensure vendor information is up to date
- Keeps inventory and purchases retail items, ensure product variants and work with curatorial director on exhibit sales
- Meets with Artist Jurying Committee to review artists' applications

Visitor Services main responsibilities: Customer Service, Registration, Membership, Computer work, Database Administration

- Customer Service: Welcome all visitors, whether in-person or over the phone in an engaging manner. Answer telephone and walk-in inquiries about curricula, class

schedules, fees, events, membership and any other pertinent information. Direct incoming calls accordingly

- Registration: for youth, teen and adult classes in conjunction with Adult and Youth Education Assistants, Youth and Adult Education Directors. For Events in conjunction with Events Manager
- Membership: inform the public about benefits of membership and help with joining new members and renewing memberships. Actively promote membership sales.
- Computer work: Use the Central Calendar and check it each day and ensure that the front desk is aware of day's events
- Online Registration: students register using the internet and the front desk will be required to know how this system operates and how to assist customers
- Use of credit card machine and proficiency in cash handling: credit cards are used extensively when paying for services and use of equipment will be necessary

Volunteer Coordinator main responsibilities: Scheduling, Training, People Management

- Manages the DFAC Volunteer Program, requests for volunteers, recruitment, screening, orientation, placement, evaluation and recognition
- Trains and leads volunteers and will ascertain if further training is necessary with another staff person
- Schedules & trains volunteers for Special Events
- Manages Volgistics the on-line volunteer management program
- Evaluates when further training of volunteers is needed
- Organizes Volunteer Appreciation Luncheon

Special requirements include:

- Personnel Policy (Employee's Handbook) has all the pertinent information needed.
- This position requires that the Manager and Assistant Manager ensures coverage and if this is not possible then the Manager or Assistant Manager will have to work the Desk and/or Gallery Shop.
- Ability to work independently and creatively
- Computer skills, including proficiency with Altru, the Gallery Shop's software; Volgistics, the volunteer management software; and DFAC's proprietary software for students
- Preferred not required, BA or BS degree

PERFORMANCE APTITUDES

Human Interaction: Requires the ability to function in a managerial capacity for volunteers. Includes the ability to make decisions on procedural and technical levels. Requires the ability to work as a team with staff and constituents to support events from a front line and volunteer perspective.

Equipment, Tools, and Materials Utilization: Requires the ability to use, operate and/or handle equipment such as computer, office software, web-based software, copier, fax machine, and telephone.

Verbal Aptitude: Requires the ability to effectively communicate with a variety of co-workers, volunteers, visitors, members, and vendors.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division, to calculate decimals and percentages; may require the ability to perform mathematical operations with fractions.

Time & Organizational Management: Requires good time management and organizational skills to coordinate and manage overlapping events and volunteer needs.

Situational Reasoning: Requires the ability to exercise the judgments, decisiveness and creativity required in situations involving direction, control, and planning of events.

ADA COMPLIANCE

Physical Ability: Tasks involve the ability to exert a small amount of physical effort in light work involving moving from one area of the building to another, specifically assisting with set-up for events and rentals. Some positions require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, filing and/or the use of office equipment or supplies.

Sensory Requirements: Some tasks require visual and auditory perception and discrimination as well as oral communications ability.

Environmental Factors: Tasks are regularly performed without exposure to adverse environmental conditions.

PERFORMANCE INDICATIONS

Knowledge of Work: Has thorough knowledge of the methods and procedures of DFAC as they pertain to the performance of essential duties of the Events/Volunteer Coordinator.

Quality of Work: Maintains high standards of presentation and attention to detail which consistently meets established standards and expectations.

Quantity of Work: Performs described specific functions and related assignments efficiently and effectively to produce quantity of work which consistently meets established standards, deadlines, and expectations.

Dependability: Assumes responsibility for completing assigned work. Completes assigned work within deadlines in accordance with directives, policy, standards and prescribed procedures. Maintains accountability for assigned responsibilities.

Attendance: Attends and remains at work regularly and adheres to policies and procedures regarding absenteeism and tardiness. Provides adequate notice to CFO with respect to vacation and leave requests.

Initiative and Enthusiasm: Maintains an enthusiastic, self-reliant approach to meet job responsibilities and accountabilities. Strives to anticipate work to be accomplished and initiates proper and acceptable action for the completion of work with minimum supervision and instruction.

Judgment and Decision Making: Exercises analytical judgment in areas of responsibility. Identifies issues or situations as they occur and specifies decision objectives. Identifies or assists in identifying alternative solutions to issues or situations. Implements decisions in accordance with prescribed and effective policies and procedures and with a minimum of errors. Seeks expert or experienced advice where appropriate and researches issues, situation and alternatives before exercising judgment.

Cooperation: Accepts supervisory instructions and direction and strives to meet established goals and objectives. Questions such instruction and directions when clarification of results or consequences are justified, i.e. poor communications, variance with established policies or procedures, etc. Offers suggestions and recommendations to encourage and improve cooperation intra- and inter-departmentally.

Relationships with Others: Strives to develop and maintain excellent rapport with co-workers, volunteers and constituents. Shares applicable knowledge with co-workers for mutual benefit. Contributes to maintaining high morale. Emphasizes the importance of maintaining a positive image. Maintains confidentiality.

Coordination of Work: Plans and organizes daily work routine. Establishes priorities for the completion of work. Avoids duplication of effort. Estimates expected time of completion of work elements and establishes a personal schedule accordingly. Attends required meetings, planning sessions and discussion on time.

Safety and Housekeeping: Adheres to all established safety and housekeeping standards. Ensures such standards are not violated.

Creativity: Regularly seeks new and improved methodologies, policies and procedures for enhancing the effectiveness of functions under charge. Employs imagination and creativity in the application of duties and responsibilities. Is not averse to change that supports achievement of goals and objectives.

OTHER

Background Check Required

Background & Fingerprint check required by Florida State Law, paid for by Dunedin Fine Art Center.

Conflict of Interest and Sexual Harassment Policies

As outlined in Employee Handbook.

DFAC is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.

Public/Personnel/Current Job Descriptions