

PYP ADMINISTRATIVE MANAGEMENT – Specific Responsibilities
15-20 hours per week; \$23-\$25/hour based on experience

Customer Service Support

- Respond to Contact Submission Forms and direct inquiries from teachers, coordinators, studios, general public, scholarship/RAZ inquiries, publicity requests, collaborator requests,
 - Website trouble-shooting,
 - Merchandise and teacher training purchase confirmations, refunds, etc. -- includes initial response and all associated back-and-forth until discussion concludes---conversations can span days and/or require research.
- Average 100 incoming emails/week; Average response rate 10 emails/hr.

Shipments Processing

- Keep track of bulk orders for books, keep track of purchases for all online store items. Arrange to package and mail shipments.

Teacher Training Registration & Coordination

- Track fluctuating registration statuses
- Coordinate communications with studios
- RAZ Mobile management (fundraising app) and scholarship management
- Trainee communications and question answering
- Issuance of Certificates of Attendance

Prisoner Letter Requests for Books

- Research/reconcile returned prisoner books
- Manage submission of letters
- Communicate with volunteers and coordinate letter exchanges
- Retrieve letters from PO Box

Record Keeping

- Track Sangha updates and update spreadsheets
- Update prisons served list
- Manage Kat Murray--volunteer research statistician

IT and Shared Resources

- Manage Google Shared Drive, PYP Archives, Google Suite Admin console, YouTube account
- Create shared calendar; create shared address book

To apply:

Please send email w/ resume to: james@prisonyoga.org
\$23-\$25.hour based on experience