

sonoma community center

Job Description: Front Desk and Office Associate

Hours: 20–24 hours per week, non-exempt

Reports to: Director of Engagement

Salary and Benefits: \$21–23 per hour, paid vacation and sick time, 401(k) Safe Harbor Plan with 4% company match

About the Sonoma Community Center:

Housed in the beautiful 107-year old Sonoma Grammar School building just off Sonoma Plaza, the Sonoma Community Center was founded in 1953 as a resource for community enrichment through the arts. Today, the **mission of the Sonoma Community Center is to cultivate a vibrant community through extraordinary creative, cultural, and learning experiences.** Driven by values of community, innovation, creativity, inclusion, and leadership, the Center offers a broad range of classes, events, and performances that encourage people from all walks of life to create, connect, thrive, and build community together.

About this position:

The Front Desk and Office Associate plays a crucial role in ensuring that the Community Center's front office runs smoothly and provides important administrative and customer service support to Center staff, volunteers, members, and supporters. From scheduling and registration to building tours and more, you'll play an important role in ensuring that everyone who participates in activities at the Center has all the information they need to enjoy their visit. You'll work closely with our Engagement Manager and Director of Operations to ensure that our main office runs smoothly, and you'll work with the Program Associate to provide administrative support to our Program team.

Your specific responsibilities will include:

Program and Team Administrative Support

- Print out class rosters for instructors/staff before first day of class.
- Regularly update building signage about upcoming events and activities.
- Support Program Associate with monitoring class waiting lists and SCC class credit log
- Audit the website regularly to check for accuracy
- Act as primary note-taker at staff and other all-team meetings
- Provide scheduling assistance to the Executive Director

Event Administration

- Sell tickets and provide customer service for SCC box office patrons
- Keep registration records for events and coordinate event check-ins

Front Desk Customer Service

- Welcome visitors, assist them with questions and help them navigate the Center and our programs
- Answer and direct incoming phone calls, and participate in tours of the building as requested
- Co-monitor our mail scc email inbox and direct inquiries to the correct staff person
- Process in-person payments for class registration, merchandise sales, memberships, and other donations
- Receive, sort, and distribute daily mail & deliveries
- Restock flyers, bulletin boards, and informational items located around the front office/building
- Ensure that reception area is tidy and presentable, with all necessary stationery and material
- Work with Director of Operations to order office supplies and keep an inventory of stock
- Other duties as assigned

This job may be a fit for you if:

- You speak both English and Spanish fluently
- You pride yourself on your attention to detail
- You are proficient in the Microsoft Office Suite and Google Drive
- You have an interest in engaging your community around great creative and learning opportunities
- You demonstrate empathy and respect in all interpersonal interactions
- You can communicate with clarity and authenticity both in writing and when speaking

How to Apply:

To apply, please send us:

1. A resume outlining your fit for this position
2. Your answer to the following: can you give us an example of when your attention to detail helped solve a problem that you or someone else was facing? You are welcome to write your answer in an email or attachment, or to record a video of yourself responding to this prompt.

Please send your materials to Charlotte Hajer, Executive Director, at charlotte@sonomacommunitycenter.org.

Questions about the role? Please reach out to Charlotte Hajer at the email listed above or via phone/text at (415) 696-3371.

The Sonoma Community Center is committed to an equitable, inclusive, and accessible application process for the open Program Associate position. We are seeking applicants of all races, cultural backgrounds, abilities, and gender identities. If you require any assistance in accessing the job description or require an accommodated application process please reach out to Charlotte Hajer for more information.

