Patron Services Assistant

The Juneau Arts and Humanities Council cultivates vibrant arts and cultural opportunities and is a leader in building a strong, prosperous community where creativity and innovation thrive. Its management of the Juneau Arts and Culture Center and Centennial Hall are key components of its service to our community.

The Patron Services Assistant focuses on customer service and communications to ensure excellent experiences for our patrons in both Centennial Hall and the Juneau Arts and Culture Center, and to make our facilities attractive, lively, fun, and safe for patrons as well as volunteers, staff, and contractors. This person works at the front desks in the facilities, part of a team of 2 – 3 others, to provide a gracious welcoming interface between the public and the organization.

Particular duties include:

**Shop services:**
- Work at the front desk in both JACC and Davis Gallery, under the direction of the Shop Manager.
- Responsible for sales, tracking cash (opening and closing duties according to shift), customer service, monitoring inventory, restocking, “fluffing”, and alerting the Shop Manager when items are low.
- When at the front desk for either location, answer the main office phones and field calls to the correct department.

**Facility services:**
- Assist with set up events as needed, both in the facility and off-site.
- Serve as security/house manager for events in the JACC and in Centennial Hall, working at the front counter to serve as the facilities’ representative to the patrons at events and provide oversight and support for the facilities when events are going on.
- Be current with the covid requirements in the facilities, and help patrons understand and comply as needed.
- Be familiar with safety protocols, have first aid training, and be prepared for emergencies.

**Donor services:**
- Work with the event ticketing and donation campaigns for the Council and our affiliate members, and work with the Operations Manager to close out events and send payments as needed.
- Assist with planning and implementation of events and fundraising activities for Council.
• Help coordinate volunteers at Council events.

Team:
• Participate as an active team member with the other staff members in moving the mission of the Council forward.
• This position requires regular and effective communications with all departments to do this work.

About the job:
This is currently a part time position, and may become full time when the facilities are back to full capacity.
Weekend and evening work is likely, with irregular schedules the norm, although every effort is made to stick to a pattern and to accommodate the employee’s personal schedule.

Initial pay is $16.25, with reconsideration following a three-month probationary period. The Council observes seven paid holidays plus two “floating holidays” to be taken on dates of the employee’s choosing, with adequate notice. After two months of employment, the employee earns 1.5 days of leave per month, 18 days of leave. After five years, it increases to 21 days.

At this time, the Council does not offer health insurance.