



Juneau Arts and Humanities Council
350 Whittier St
Juneau, AK. 99801
(907) 586-2787
www.jahc.org

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.

Centennial Hall Office Manager

The Centennial Hall Office Manager oversees customer service in the Hall and has administrative duties that include shared JACC work. This person performs complex duties requiring strong organizational skills, good judgment, and an ability to work independently. Responsibilities include:

General Office Duties:

- Welcome the public and provide information in person, on phone, via email, through building signage. Field queries and assist in keeping customers satisfied - direct clients to the appropriate staff for more complex inquiries or items for other departments.
- Receive and enter facility reservations into airtable and google calendar, prepare contracts, help maintain client files, and help prepare reports on facility usage with Facility Director.
- Work with admin staff to maintain hard and digital files, Keep track of purchasing and user history. Contact Laundry, Recycling, ATM and Vending services as needed about service for Centennial Hall. Order and stock office supplies and keep the reception area clean and efficient.
- Communications – help to keep web and social media current, working closely with Council Marketing/Development and Travel Juneau on marketing and public relations for the Hall.
- Participate with Facility Director, Travel Juneau, and the Council in developing rentals, creating client database, and assisting with sales.

This person reports to the Juneau Arts and Humanities Council Facility Director.

General areas of focus are: Front Office

- Work with Facility Director and Admin Coordinator to develop office procedures to ensure smooth operations in Centennial Hall.
- Conduct daily business – interact with the public, answer phones and general email, keep supplies on hand, and the reception area tidy, organized and welcoming. Work closely with admin and event staff to provide services to patrons.

- Manage mail and correspondence in conjunction with Admin coordinator.
- Contributes to fiscal success of the operation through attention to budget, suggestions for cost savings, cost comparisons.

Marketing/Media Relations/Communications

- Works with Community Partners and the Centennial Hall Facility Director and Admin Coordinator to create marketing information regarding services, equipment, and inventories that the facility offers.
- Works with JAHC Marketing Manager to develop marketing materials for the Centennial Hall and JACC rental facilities, and helps develop a unified “brand” for the campus.
- Works with the JAHC Marketing Manager and Office Manager to keep web sites, social media, and news up to date.
- Help maintain the event calendar; work closely with Travel Juneau on their RFPs and event bids and making sure that events are getting placed in appropriate time frames.

Facility & Equipment Rentals:

- Prepare the contracts for renters.
- Work with Kitchen and Catering Manager to keep updated list of approved caterers and food vendors.
- Work with Clients and CBJ to make sure appropriate insurance has been purchased and maintain client files with insurance and other documents.
- Work closely with the Facility Director and Travel Juneau on rental and use of the facility. Help prepare reports on facility use. Help keep a database of clients, and track repeat users.
- Works with Event Staff to keep an inventory of equipment up to date as well as what is available for offsite rentals.
- Works with public on offsite rentals and coordinates invoicing, pick-ups, drop offs and staging of rental equipment.

AP & AR:

- Process event and damage and cleaning deposits appropriately in Quickbooks, airtable and the hard client files
- Process final payments for events in Quickbooks - receiving against final event invoices
- Follow up with clients who are behind on payments
- Process other venue revenue such as ATM and vending commission, Catering 8% fees etc
- Run Centennial Hall cash and check deposits to the bank
- Enter Centennial Hall bills into QB and get checks printed and ready to sign.
- Maintain vendor files and deposit files with copies of invoices and deposits.

Successful applicant will have:

- Strong organizational skills.

- Customer service experience, and ability to work with all kinds of people in all kinds of situations: Calm under fire.
- Creative, attentive to details.
- Able to use Excel, Word, Google Calendar, Airtable, and adept at computer programs of all sorts. A tool user.
- Ability to work independently and to use good judgment in decision-making. About the job:
 - This is an hourly position (and may become salaried), and the pay depends on experience and the set of responsibilities assumed. Starting salary range \$25-\$30 depending on experience.
 - Employment is at-will, and is subject to a two-month probationary period. Leave time of 1.5 days/month accrues after the first two months. Nine paid holidays + one personal day for full time employment.
 - Hours are usually 9 – 5 Monday through Friday, and may be tailored to meet personal needs as much as possible. Some weekends and evenings will be required.