THE ELIOT SCHOOL
The Eliot School inspires lifelong learning in craft and creativity for all. Our programs cultivate welcoming environments where people convene across a continuum of age, economic means and backgrounds to build skills, craftsmanship, and community. We sustain connections to communities in Greater Boston and beyond.

~7,000 people (in non-COVID times) engage with us each year. Classes for all ages take place in our schoolhouse and annex, and, for youth, in schools and community centers throughout Boston. Our focus on manual arts includes woodworking/furniture, sewing/fashion/fiber arts, drawing/painting, book arts, and mixed media. Other programs include creative youth development, an annual artist’s residency, talks, and events.

The Eliot School staff and board have made explicit commitments to three strategic imperatives: racial equity, artistic excellence, and financial sustainability. This position supports all three.

More than half of our students are young people of color in Boston’s public schools and community centers. Our staff and board that reflect the diversity of the communities we serve. We are actively taking a thought-leadership role to interrogate racial inequity driven by foundational, structural, and historical issues in the fields of craft and art education. As part of this, we co-lead the national Racial Equity in Craft Peer Learning Group. We believe that imagination and art-making can support questioning, engagement, and recognition of one’s power to shape one’s world. As we rebuild from the pandemic, we remain committed to our mission – the mandate to serve all.

PROGRAM SUPPORT ASSOCIATE
We seek a highly organized, public-facing individual who will support classes, students, and teachers at the Eliot School consistent with our mission, vision, and values.

The Program Support Associate greets visitors to the Eliot Schoolhouse and answers general inquiries. They act as the school’s initial point-of-contact, and serve as main liaison with on-site students and teachers. They maintain course/workshop and event registrations; provide documentation and support to teachers; help keep office, classrooms, and storage areas functional and tidy; and assist with classroom and event set-up. They provide other general administrative support as needed.

The Program Support Associate reports to the Director of Adult Programs & Engagement. The Associate supervises part-time assistants and occasional volunteers as needed. This is a full-time job at 40 hours/week, with a schedule to be negotiated. Occasional weekend/evening hours are required.

Core Responsibilities
Maintain a cordial, welcoming face to all as the public’s entrée to the Eliot School.

Act as the School’s main liaison with students (current and prospective).
- Process course registrations in-person, online, and by-phone. Courses may take place onsite, online, or off-site.
- Manage payments/refunds, discounts/credits, scholarships, and gift certificates.
- Manage course reminders, waitlists, class rosters, class evaluations.
Communicate with students/instructors regarding schedule changes (absences/tardiness, weather closures, room changes, etc.).

Participate in selected school events (JP Open Studios, fundraising events, salons, etc.) to represent and promote the school to prospective students and the general public.

In collaboration with the Facilities team, ensure classrooms and storage areas are left tidy and ready for next use.

Receive/过程 feedback from students and general public; relay feedback to appropriate team-members.

Act as liaison with teachers:

- Ensure necessary course supplies are stocked and spaces are appropriately equipped for scheduled classes.
- Assist teachers and staff in keeping classrooms and storage areas functional, well organized, and accessible. Communicate any concerns with Facilities team and collaborate to resolve them.

Keep office running smoothly:

- Keep systems accurate, up to date, and accessible, including database, paper records and classroom calendars.
- Keep office functional, well organized, and well-stocked.
- Act as liaison with tech support to keep office systems and hardware in good repair.
- Manage internal staff calendars, including staff meetings and special events.

General:

- Communicate with students and teachers about safety policies, storage, space use, and other issues.
- Ensure website course listings accurately reflect registrations and schedule changes.
- Communicate with Director of Adult Programs & Engagement regarding student/instructor, classroom, health & safety, and other relevant concerns.
- Participate in staff meetings, school-wide events, and occasional other meetings and events.
- Maintain accurate, up-to-date database of classes/students/instructors/contacts.
- Serve as a positive ambassador for the Eliot School, and uphold the organization's mission, vision, values, and strategic direction.

Desired Qualifications & Skills

- Strong written/verbal communication skills and enthusiasm for communication.
- Demonstrated ability to work both in a team and independently.
- Computer skills, including familiarity with Microsoft Office Suite (Word, Excel, Outlook), data-entry, and web-based communication/data-management.
- Organized, detail-oriented, and accurate.
- Adaptable and skilled at managing multiple tasks simultaneously.
- Reliable, ethical, and committed to discretion with privileged information.
- Able to meet deadlines and manage time effectively. Prompt and reliable.
- Demonstrated emotional intelligence, cultural competence, feedback skills, and the ability to sustain trusted relationships with a wide array of people.
- Strong commitment to the Eliot School’s mission of lifelong learning in craft and creativity for all.
- Bilingual English/Spanish, or other (Kreyol, Mandarin, Portuguese, etc.) preferred.

The Eliot School is an Equal Opportunity employer and is committed to maintaining a diverse workplace that is welcoming to all.
Salary & Benefits
Salary commensurate with experience, $39-42,000 full-time. Health insurance, employer-match for 401k retirement plan; family & medical leave. Schedule to be negotiated: This full-time position may require some evening and weekend hours.

To Apply:

Please fill out this brief survey and follow the code instructions: 
https://www.surveymonkey.com/r/FGLBKWP

Send resume, cover letter and three professional references (with the 4-digit code from the survey) to Dara Cheek, Director of Adult Engagement & Programs: dcheek@eliotschool.org with “Program Support application” in the subject line.

Deadline: January 3, 2022. We hope for a February start date but will accept applications on a rolling basis until the position is filled.

Please no phone calls.