

**TITLE: Customer Relations Team Member – Multi-Locations**

**DEPARTMENT: Operations / Customer Experience**

**REPORTS TO: Director of Operations**

**FLSA STATUS: Non-Exempt (Part-Time, Hourly)**

## **Summary**

The Customer Relations Team Member serves as a primary point of contact for patrons, faculty, and visitors at Perkins Center for the Arts. This position supports daily operations across all four locations—Moorestown, Collingswood, Evesham—Harvest, and Evesham—Evans—by delivering excellent customer service, assisting with registrations and patron inquiries, supporting classes and events, and maintaining welcoming, organized spaces.

## **Essential Duties**

Essential job duties include, but are not limited to:

### **Customer Service & Front Desk Operations**

- Greet visitors and provide a positive first impression in person and via phone.
- Answer phones and route calls to appropriate staff.
- Assist members, patrons, and faculty with inquiries, account issues, and class registration.
- Maintain and update membership accounts.
- Provide consistent, welcoming customer service across all four locations.

### **Administrative & Systems Support**

- Utilize Microsoft Office and Google Workspace tools in daily operations.
- Learn and maintain working knowledge of the Arts Center Canvas database.
- Track audience counts and maintain accurate records.
- Process incoming mail, including opening, date stamping, and distributing items to the appropriate parties.
- Support communications, recordkeeping, and administrative projects as needed.

### **Facility & Gallery Operations**

- Prepare gallery spaces for daily opening.
- Ensure proper signage setup and breakdown.
- Maintain a clean, organized, and welcoming environment in public areas.
- Help ensure spaces are prepared for classes, workshops, exhibitions, and other activities.

## **Sales & Event Support**

- Manage gallery and class supply sales and process transactions
- Assist Program Managers with setup and breakdown of classes, workshops, concerts, and events.
- Participate in special events and organizational activities as scheduled, with opportunities to pick up additional shifts as available
- Support communications and special projects as needed.
- Assist with setup and breakdown of furniture and equipment.

## **General Responsibilities**

- Work toward continuous quality improvement.
- Stay current with systems, tools, and processes related to the role.
- Uphold and promote organizational policies and procedures.
- Communicate effectively with colleagues across locations to support consistent operation
- Perform other duties as assigned that are consistent with the general nature and level of the position.

## **Supervisory Responsibilities**

This position has no supervisory responsibilities.

## **Qualifications**

### **Education/Experience**

- High school diploma or equivalent required.
- Prior customer service, front desk, registrar, or administrative experience preferred.
- Experience in an arts, education, nonprofit, or community-based environment is a plus

### **Skills & Competencies**

- Strong interpersonal and customer service skills.
- Effective written and verbal communication skills.
- Ability to organize work, manage multiple priorities, and maintain accurate records.
- Attention to detail and accuracy.
- Reliability, professionalism, and sound judgment.
- Ability to work effectively in a fast-paced, public-facing environment.
- Flexibility and willingness to work across multiple locations and varied shifts.
- Ability to work independently while collaborating effectively with staff across the organization.

## Computer Skills

- Proficiency in Microsoft Office and Google Workspace tools.
- Ability to learn and use internal database systems, including Arts Center Canvas.

## Certificates, Licenses, and Registrations

- None required.

## Work Schedule & Location

This is a part-time, hourly position requiring flexibility to work across all four Perkins Center for the Arts locations: Moorestown, Collingswood, Evesham–Harvest, and Evesham–Evans.

Available shifts may include:

- **Morning:** 8:45 AM–1:00 PM
- **Afternoon:** 1:00 PM–5:00 PM
- **Evening:** 5:00 PM–9:30 PM
- **Full Day:** 8:45 AM–5:00 PM, with an applicable meal break
- **Saturday:** 9:30 AM–4:00 PM
- Scheduling will be based on operational needs and the employee's agreed-upon availability. Employees must be willing to work at different locations as scheduled. Additional shifts may be available for special events, programs, and other organizational activities.

Scheduling will be based on operational needs and the employee's agreed-upon availability. Employees must be willing to work at different locations as scheduled. The position is expected to average approximately **8–20 hours per week**, depending on operational needs and assigned shifts.

All schedules, additional hours, and overtime will be handled in accordance with applicable wage and hour requirements and organizational policies.

## Compensation & Benefits

- Compensation: \$15.92 per hour, subject to applicable law and company policy.
- Eligible for paid sick leave in accordance with applicable law and company policy.
- Eligible to participate in the voluntary 403(b) program, subject to plan terms.

## **Physical Demands**

The physical demands described are representative of those that must be met to successfully perform the essential functions of this position. Work may include standing, walking, sitting, using a computer and telephone, light lifting, and assisting with event setup and breakdown. Perkins Center for the Arts will provide reasonable accommodations to qualified individuals with disabilities, as required by applicable law.

## **Work Environment**

Work is performed primarily in a customer-facing arts center environment with regular interaction with patrons, visitors, faculty, volunteers, and staff. The work environment may include moderate noise levels, frequent interruptions, and occasional support for classes, workshops, concerts, gallery activities, and special events. Evening and Saturday shifts are part of the scheduling options for this position.

## **Equal Employment Opportunity**

Perkins Center for the Arts is an equal opportunity employer. Employment decisions are made without regard to race, color, religion, creed, national origin, ancestry, sex, pregnancy or related conditions, age, disability, marital status, sexual orientation, gender identity or expression, veteran status, genetic information, citizenship status, or any other status protected by applicable federal, state, or local law.

**To apply, send your resume and cover letter to [create@perkinscenter.org](mailto:create@perkinscenter.org), Subject line: Customer Relations Team Member Application**