



Applications are now being accepted by Puppeteers of America for the position of:

Front Desk Coordinator

This team member is responsible for the customer service and office operations of Puppeteers of America (PofA). This is a flexible, part-time, annually-renewable independent contractor position with a monthly stipend offered for services.

Responsibilities include but are not limited to:

Customer Service

- Carry out duties such as collecting mail, managing the inbox, answering phones, checking voicemail and responding to general inquiries in a professional and understanding manner.
- Respond to all customer communications within a 48 hour period .
- Maintain and order appropriate office supplies for the office and other PofA officers.
- Pack and ship orders for merchandise, Puppetry Journal back issues, and A/V lending library materials.
- Manage the zoom request bookings for committees, officers, and our guilds/regions.
- Notify the Financial Officer when checks are received in the mail.
- Prepare and mail donor acknowledgement and Medallion club letters

Office Management

- Provide oversight of the office and equipment to ensure safety, cleanliness, and accessibility. Coordinate repairs and maintenance, as needed.
- Assist with the preparation of merchandise for the Puppetry Store ahead of regional and national puppetry festivals.
- Assist with organizing the office space and taking inventory of various material assets.
- Support the board and Admin officer with filing and maintaining records as assigned.
- Serve as point of contact for the Sabanthani Center (Office Building).
- Hold biweekly check-in with board president

- Supports other programs as assigned

This is a flexible, part-time, annually-renewable independent contractor position starting on or around April 15, 2023. A Monthly stipend of \$720 a month will be offered for services.

Time commitment is expected to range between 10-12 hours/week. The schedule is flexible but contractor is expected to provide services and maintain a customer response level (of no longer than 48 hour) between business hours of the Sabathani Center (defined as 8:30am-4:30pm M-F and 9am-6pm SAT CT). The ideal schedule would be M, Wed, Fri or Sat.

The position is Minneapolis-based and located onsite at the PofA office (310 East 38th St, Suite 127 Minneapolis, MN 55409). It is open to any person authorized to work in the United States.

The successful candidate will be an organized, motivated, communicative individual with familiarity and 3 years experience in customer service and front desk services.

Knowledge or skills in:

- Word, Excel, and other Microsoft applications.
- Google Sheets and email applications
- Zoom hosting
- Customer Service
- Active listening
- Written communication
- Professional phone skills
- A willingness to help

Our listings and organizational information can be found at www.puppeteers.org.

Please apply no later than March 24, 2023. Video Interviews will be held the following week. We hope for an early-mid April start.

Applicants should send a resume, a short video or note telling us why you are interested in working with us, and three references to president@puppeteers.org. Successful candidates will be asked to undergo a criminal background check before commencing to provide services.