

PHOTOGRAPHIC

CENTER

NORTHWEST

Education & Administrative Associate | Job Description

Photographic Center Northwest (PCNW), an educational institution facilitating creation, conversations, and experiences of significant photography, is hiring for an Education and Administrative Associate to serve in front desk administration and support to the primary education staff. We are looking for a highly responsible, detail-oriented, organized individual who is great with people. This person is the “face” of our organization, serving at the front desk of our building, and representing our core values of education, excellence and creativity. Responsibilities range from registering students for classes to processing memberships to answering questions and providing information about our exhibitions. We are searching for someone who is positive, proactive, detail-oriented, outgoing, is effective working independently and as part of a team, loves to organize, is open to jumping in to help where needed (from keeping our front lobby tidy, to speaking with photographers and donors), and is committed to our organization as the hub for significant photography in the Northwest.

This position currently pays \$15/hour. Start date: as soon as position is filled. Reports to Jennifer Brendicke, Registrar.

Hours | Weekly: Mix of daytime, evening and weekend shifts (exact schedule TBD). Typical daytime and weekend shifts between 11am-7pm, and evening shifts from 4-10pm. PCNW is open to the public Monday–Thursday 12pm-9pm, Saturday and Sunday 12-6pm. We occasionally offer public programs that may take place on Fridays for which we need front desk coverage. Some flexibility is required.

Benefits | This is a full-time position and is eligible for health insurance after 90 days. Other benefits include:

- Free use of PCNW’s darkroom, digital lab, and studio facilities
- Free enrollment in one class or workshop per quarter (restrictions apply)
- Parking Pass

Essential Job Duties

- Offering quality customer service through being friendly, attentive, polite to students, faculty, members and visitors
- Orienting visitors to PCNW and to current gallery exhibitions
- Helping to promote and transact gallery sales, membership, facility rental and class/workshop registration
- Maintaining consistent communication with other front desk staff and program staff to ensure our programs and facilities are running smoothly
- Opening and Closing duties, including reconciling the till and compiling deposits
- Managing a multi-line phone system and responding to messages in a timely and friendly manner
- Accurate use of our POS / QuickBooks system, including cash and credit card transactions
- Assisting clients and students with questions about our facilities (darkroom, studio and digital labs) and programs
- Enforcing safety and other rules and regulations
- General light cleaning and organization of office areas
- Lifting, standing, and climbing ladders may be required on occasion

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Additional responsibilities:

- Assist with scheduling and coordinating faculty for Crash Course workshops, and eventually help with coordinating faculty for classes and other workshops.
- Coordinate quarterly supply and facility reservation requests for classes and workshops.
- Support Registrar on administrative tasks, including processing registrations, data entry, and preparing paperwork for students and faculty.
- Support Programs Chair and Registrar on administrative tasks pertaining to accreditation self-study and ongoing program development
- Oversee and manage PCNW Resource Library. This includes:
 - Updating and maintaining catalog of books
 - Acknowledging and cataloging new books
 - Re-shelving books returned
 - Developing wishlists with PCNW staff and faculty, and soliciting book donations
 - Developing book portion of surplus sales to generate additional funds for library
 - Promote active use of library with students and general public

Required Qualifications

- Customer Service Experience
- Experience with a POS system, QuickBooks and/or handling financial transactions
- Proficiency in Microsoft Office Suite (especially Word and Excel) and basic data entry
- Experience working effectively in positions requiring multi-tasking and good organization skills
- Excellent communication skills, verbal and written
- It is essential that the person in this role is reliable: a dedication to being on time, present during shifts, and completing the job requirements
- Ability to accomplish the physical aspects of the position, including lifting up to 50lbs, standing and sitting for long periods, climbing ladders, and cleaning.

Preferred Qualifications

- At least 1 year of administrative experience preferred, but we are willing to train the right person
- A love for a fast paced work environment and troubleshooting
- An ability to market and promote PCNW and our programs
- A comfort level with approaching and welcoming visitors, and being outgoing with assisting others
- A self-starter with a go-getter attitude and openness to helping other team members

Apply | Reviewed on a rolling basis

Send your cover letter and resume to opportunities@pcnw.org, with the subject line: “**Education Associate Position at PCNW**”. Please no phone calls or other inquiries. We will be in touch if we are interested in scheduling an interview.