

Tuesday, April 16, 2024

Education Associate

Company: Gibney
Location: New York, NY
Compensation: \$19/hr

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Position Summary: Gibney's Education Department serves the current and holistic needs of adult dance artists, with consideration for the multiplicity of career expressions and entry points. Through the cultivation of an inclusive and positive space, our offerings make space for exploration, risk-taking, personal and artistic growth, connection, and fun. It is our priority to listen to and support our community and to empower the future leaders of the field.

In collaboration with the Education Department, the Education Associate advances the departmental and organizational missions through positive interactions, creative insights, and attentive work product. The EA proactively ensures the impeccable management and operation of Gibney's dance class and intensive programming at both Gibney locations and online platforms. The EA utilizes skills in customer service and class administration, and trains in software including Mindbody Online, Salesforce, and Adobe Acrobat Sign. Reporting to the Senior Manager of Education, the EA is a part-time, non-exempt, hybrid position.

RESPONSIBILITIES

CLASS ADMINISTRATION (50%)

- Maintains knowledge of the class schedule, faculty, and all Education programs
- Reserves and manages space bookings for ongoing classes, intensives, and workshops
- Maintains accuracy of Class Schedule on multiple platforms and processes daily schedule updates
- Updates class descriptions, pricing, and details in Mindbody Online
- Supports Senior Manager of Education in class curation and schedule shifts, communicates with faculty and partner organizations, and researches prospective faculty
- Drafts and sends contracts to faculty and class partner organizations
- Coordinates and virtually attends monthly Sunday hybrid classes

CUSTOMER RELATIONS (40%)

- Responds to class-taker inquiries regarding offerings, policies, and refunds
- Processes class registrations for staff and class-takers, as needed
- Applies and tracks class subsidy program enrollment and usage (HCHDI)
- Identifies and rectifies errors in class registrations and missed payments
- Acts as a resource for Operations Associates in class sales, registrations, procedures, and policies
- Maintains resources for Operations Associates on procedures and policies
- Upholds Gibney's commitment to creating a welcoming and inclusive environment

GENERAL EDUCATION SUPPORT (10%)

- Collaborates with the Education team to provide outstanding programming through a proactive and thoughtful approach
- Attends regular meetings with department, supervisor, and all-staff

OTHER

Gibney is a growing organization and employees are often called upon to perform other duties that are essential to accomplish organizational goals and meet important deadlines. This kind of work should only be disseminated by the direct supervisor of that staff member and include relocating their original work for that time frame.

NONPROFIT EMPLOYMENT CONSIDERATION

Gibney is a mission-based nonprofit performing arts organization. Working in this sector can be personally rewarding with intrinsic benefits and distinct opportunities for growth. However, the compensation will never match that of the private sector or more highly resourced art forms.

Candidates for employment are advised to carefully consider their decision to work in this field before seeking or accepting employment at Gibney.

EQUAL OPPORTUNITY STATEMENT

Gibney is an Equal Opportunity / Affirmative Action Employer. Gibney provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type because of race, color, religion, sex, sexual orientation, gender identity or expression, the status of being transgender, age, national origin, marital status, citizenship or veteran status, disability, or any other characteristic protected by law. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

Gibney is strongly committed to providing reasonable accommodations of disabilities during the application and hiring process. If desired or needed, please contact hr@gibneydance.org.

IDEAL QUALIFICATIONS

Please note that Gibney is committed to building inclusive teams that reflect the diversity of its community and allow staff to leverage their unique perspectives, skills, and potential. We strongly encourage applications from individuals who may not meet all these "ideal qualifications," but have transferrable skills or experience.

The ideal candidate will possess the following qualifications:

- Passionate about professional dance education
- Sincere commitment to inclusion, diversity, equity, and access
- Detail oriented and organized
- Reliable and proactive problem solver
- Ability to work independently and collaboratively
- Ability to prioritize multiple tasks with varying time constraints
- Possess strong written communication skills

The ideal candidate will have the following experience (preferred but not required):

- Customer service experience
- Experience with Mindbody Online
- Use of Google Suite, Excel, Zoom, Adobe Acrobat Sign, Salesforce
- Knowledge of the NYC dance field

Gibney strongly encourages employees to remain up to date with COVID-19 vaccination as defined by the CDC.

COMPENSATION & BENEFITS

The hourly rate for this 20-hour/week part-time position is \$19; however, exceptionally qualified candidates will be considered at levels commensurate with their experience.

Currently, Gibney offers part-time employees a benefits package including:

- Access to a 401K Retirement Plan
- An unlimited number of Staff Space Grants from 8:00-10:00am EST on weekdays and/or a \$10/hour Staff Subsidized Rental at all other times, pending availability.
- Access to unlimited, free dance classes at Gibney
- Access to select racial equity trainings, professional development opportunities, and mental health resources

APPLICATION INSTRUCTIONS

To be considered for the position, please submit your application to: Education Department at classes@gibneydance.org.

Your application should include a brief cover letter, resume, and 2 references. Applications are requested by April 30, 2024. The ideal start date for this position is May 28, 2024.

All expressions of interest and conversations will be held in the strictest confidence; references will not be contacted without the candidate's permission. Incomplete submissions will not be considered nor will submissions that are sent via postal mail, fax, or phone. Thank you.

Gibney
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For more information:
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