

Thursday, May 26, 2022

Artist Services Program Associate

Company: Performance Zone Inc DBA The Field
Location: New York, NY
Compensation: \$47,000-\$50,000

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Artist Services Program Associate

ABOUT THE FIELD

www.thefield.org

The Field is growing and transforming! We are looking for a passionate, dynamic, and service-minded new team member to participate in and support this growth.

Founded by artists for artists 36 years ago, The Field is a leading nonprofit arts service organization dedicated to providing strategic services to thousands of performing and media artists and companies in New York City and beyond. Our historic charge has been to serve artists and their art-making, all the while challenging systemic problems in the arts sector. With accessibility and social justice at our core, our dedicated staff fosters creative development (through residencies, space programs, peer-to-peer creative feedback salons, and more), and stewards innovative management strategies (with fiscal sponsorship, career consultations, entrepreneurial workshops, leadership training, and more). We are determined to help a plurality of artists reach their fullest potential by providing responsive, friendly, and personalized service.

To put it simply, we believe that The Field is a great place to work. Our "by artists for artists" ethos has cultivated a staff of creative, hard-working and smart, culture (and food)-loving people. It is also important to note that The Field is transitioning from an organization with an emerging practice in social justice to an organization with embedded and intentional practices and processes in diversity, equity, and inclusion as evidenced by our thought leadership, programming and collaborations. The Field has operationalized practices and policies that support these values and we consistently invest in our education and professional development particularly regarding racial justice. We are learning and growing all the time. People of color, immigrants, women/femmes, LGBTQIA folx, and members of other historically undervalued groups are especially welcome and encouraged to apply.

Position:

We are seeking a dynamic and motivated self-starter to support Artist Services and The Field's public programs. As a public-facing representative of programs and services, the Program Associate reports to the Deputy Director, Programs and Services and is expected to primarily respond to our 1,400+ members' inquiries and provide support for our public events in collaboration with the Communications and Programs and Services teams.

This new position will provide support around all areas of The Field's Artist Services and Programs. As The Field grows, the Artists Services Program Associate will have opportunities to implement and support new approaches to Member use of current systems, and develop new ones to support more dynamic communication as the number of Artists served grows.

KEY DUTIES AND RESPONSIBILITIES including but not limited to:

Artist Services:

Have comprehensive knowledge of Member benefits and respond to Members' questions and concerns, and communicate these benefits to stakeholders and staff;

Provide assistance to Members through phone, emails and chats and ensure full resolution of issues;

Write, edit, revise and update grant listings and other materials in our Knowledge Base for the website in collaboration with the Senior Artist Services Associate;

Communicate information to the Finance and Marketing Departments as needed;

Ensure donor tax-acknowledgement letters are prepared properly and assist with any follow-up to donors and members as needed;

Assist Members with Material for The Arts and TDF Costume Collection needs; and

Communicate with Operations regarding Member technical support and other related issues.

Programs:

Act as the point of contact for event program participants as needed;
Support the staff with in-person and online event tech and details as needed;
Manage services needed for accessibility during program events as needed;
Keep event participant program numbers up to date as assigned;
Coordinate and disseminate program evaluations and report back as needed;
Stay up to date with ADA compliance for in-person and online events/recorded content;
Communicate event information to the Marketing Department as needed;
Participate in program discussions with the Artist Services Team; and
Other duties as assigned.

Value Alignment:

Ensure that work is implemented in alignment with The Field's values as stated here; and
Encourage, participate in and cultivate The Field's operationalized EDIA policies and practices.

Qualifications:

Ability to learn all Members benefits and services quickly, and communicate them to the staff and other stakeholders effectively;
Possess a friendly phone manner and is able to provide knowledgeable, respectful advice and support to artists that seek our program benefits and guidance.
Advanced interpersonal skills and ability to lead, organize, prioritize, and execute projects.
Possess excellent administration skills and time/project management.
Possess comprehensive Zoom knowledge.
Remain up to date on all online platform specs for video content.
Proficient at Google Drive, Adobe Suite Premiere, and MS programs.

SALARY, BENEFITS, HOURS & LOCATION:

The salary range for this full-time, non-exempt (40-hour) position is \$47,000- \$50,000 per year. Excellent benefits and vacation time, including health and dental, and legal holidays and sick time, professional development, remote and flex time eligibility. The Artist Services Program Associate's hours generally track with our office hours (10am to 6pm EST Mon-Fri) with the occasional night or weekend - but we are very open to exploring a more flexible work schedule for the right candidate. Due to COVID-19, The Field staff are all working remotely and will be doing so until it is safe to return to the office. While this position is currently remote, and non-NYC based candidates are encouraged to apply, the Artists Services Programs Associate may be required to provide in-person support in New York at future dates.

Timeline: We will hold interviews in late June, early July via Zoom. The position begins ASAP.

How to Apply

Please thoroughly peruse The Field's programs and mission at thefield.org and thefieldvision.org. Email jobs@thefield.org with one composite PDF that includes, in this order:

a 1 page cover letter that indicates how The Field's mission and values align with your own (i.e. how you might be a good cultural fit for this role and our team),
a 1 to 2 page resume,
three (3) references

Please write Artist Services Program Associate and your name in the subject line of your email.

Deadline to apply: June 24, 2022.

THE FIELD IS AN EQUAL OPPORTUNITY EMPLOYER. Equity and inclusion are core values of The Field. Our work is strengthened by the broad and deep range of experiences, identities, and perspectives of our present and future staff. We are dedicated to a policy of non-discrimination in employment on any basis including race, age, sex, religion, national origin, the presence of any visible or invisible disability, sexual orientation, gender expression, or any other basis prohibited by federal or state law.

No calls please. Thank you!

Performance Zone Inc DBA The Field
75 Maiden Ln 906 Performance Zone Inc DBA The Field
New York, NY, 10038
2126916969
thefield.org

For more information:
Shawn Rene Graham
jobs@thefield.org

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