



Position: Program Coordinator
Classification: Regular Part-time Non Exempt (hourly)
Reports to: Senior Director of Education & Communications
Effective Date: January 2, 2023

JOB DESCRIPTION

Summary/Objective

The Program Coordinator is responsible for tasks associated with community engagement and related program outreach and realization of programs including recordkeeping, communications, scheduling, and solicitation of donations. The Program Coordinator secures and coordinates the work and contributions of all Festival Napa Valley volunteers, interns, and volunteer community housing hosts. This position reports to Festival Napa Valley's Director of Education & Engagement and is responsible for providing positive and productive experiences in the solicitation, training, scheduling, and communications of FNV's pool of event volunteers and community housing hosts. This includes working effectively and efficiently with members of FNV's Production Team to identify all community housing and event volunteer staffing needs and create master schedules and related master documents to meet those needs. The Program Coordinator also provides support in the realization of Festival Napa Valley's programs for the public, including FNV's Arts for All and Novack Concerts for Kids programs, as well as box office support for events, as needed.

Essential Duties and Responsibilities

- Represent Festival Napa Valley within the broader community to deepen relationships and expand community engagement with Festival Napa Valley through volunteer service and participation in Festival Napa Valley's community housing programs.
- Recruit, train, retain, and manage (on-site) volunteers and interns to support event needs.
- Maintain and update existing Volunteer program to address communication, training, community outreach, incentives, retention and other categories necessary for success.
- Utilize online management system for volunteer scheduling and communication. Ensure database is updated regularly and data is accurate.
- Manage Host Family/Community Housing Program, including year-round recruitment and vetting, application, approval, and scheduling of host families. Work with summer conservatories director and staff to assign students housing, matching students with families and securing new housing within the community as needed.
- Prepare and restore Community Housing accommodations.
- Organize all volunteer and host family appreciation events, activities, and communications.
- Support execution of public programs, including Arts for All and Concert for Kids programs and activities.
- Support Gala volunteer staffing and work alongside volunteers at the Gala as directed.
- Support box office operations, including answering and processing phone sales, internal partner comp requests, and on-site box office activities as needed.
- Collaborate and communicate effectively with other Festival Napa Valley staff.

Knowledge, Skills, and Abilities

- Familiarity with performing arts presentation environment, festival operations, and special events.
- Effective and professional communications skills in person, over the phone and in writing.
- Demonstrated ability to provide excellent customer service.
- Highly organized with the ability to manage multiple projects.
- Excellent interpersonal, verbal and written communication skills.
- Skilled collaborator and motivated team player.
- Maintains high level of professionalism. Reacts well under pressure and in a fast paced environment; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Proficient in multiple software and database systems including Salesforce, MS Office Suite, and Google Suite.

**Work Environment**

This job operates remotely, in a seasonal in-person production office environment, in the community at large, and occasionally onsite at event venues including outdoor settings. This position routinely uses standard office equipment such as computers, phones, printers, filing cabinets and copiers.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or move up to 40 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Position Type/Expected Hours of Work

This is a part-time position, position working an average of 10-40 hours per week throughout the year. Hours will increase steadily during the months of May, June, and July. General hours and days of work will vary in order to attend community meetings/events that benefit outreach. This position requires longer hours approaching and during events and some night and weekend work will be required. Position is eligible for hourly overtime pay according to California law and as agreed upon and approved in advance by supervisor.

Travel

This position will require some local travel. Reimbursement for work related travel is available according to IRS mileage reimbursement rates.

Required Education and Experience

Bachelor's degree from an accredited college or university.

Minimum three years' experience working/volunteering for a nonprofit organization, preferably a performing arts organization.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Equal Employment Opportunity

Festival Napa Valley is an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability status, protected veteran status or any other characteristic protected by the law.