



Position Description

Job Title: ACCESS Philly Manager

Reports To: Executive Director/Deputy Director

Supervises: Art-Reach Interns

FLSA Status: One-year contract position

POSITION SUMMARY:

Art-Reach creates, advocates for and expands accessible opportunities in the arts so the full spectrum of society is served. The next 12-months will be transformative for Art-Reach and the community it serves. With the launch of the ACCESS Pass, a first-of-its-kind initiative, Art-Reach expects to engage a wider proportion of people in Philadelphia's disability community by reducing the cost barrier for arts engagement.

The ACCESS Philly Manager (APM) will oversee the operational work associated with Art-Reach's expansion of its ACCESS Philly program, which served over 185,000 people last year. The APM will be responsible for overseeing the launch and growth of one of the most innovative accessibility programs in the country. Working closely with the Executive Director and the Deputy Director, the APM will execute organizational strategies around Art-Reach's ACCESS Philly expansion. The APM will prepare the ACCESS Pass for launch in January 2020, including coordination of systems, strategic partnerships, and marketing. Specifically, the APM will manage all ACCESS Pass sales and ensure quick fulfillment of purchases. In addition, the APM will focus on building relationships with area museums, theaters, and community partners to grow ACCESS Philly. APM will hire/train/supervise interns to help in the fulfillment process. Part of this role will include monthly tracking of users at each ACCESS Philly site. APM will also provide information and news to the Assistant Director of Communications for monthly newsletters.

RESPONSIBILITIES:

Outreach and Growth:

- Manage relationships with ACCESS Philly partner sites
- Develop organizational prospects for inclusion in the program
- Maintain contact with all partners to collect monthly data and resolve any issues
- Develop strategic community partnerships to bolster ACCESS Pass sales
- Generate content for ACCESS Philly newsletter
- Schedule trainings for ACCESS Philly partners

Sales and Fulfillment

- Receive and process calls and online orders for the Art-Reach ACCESS Pass
- Ensure timely fulfillment of all ACCESS Pass orders via mail and in-person pick-up
- Generate sales reports in Salesforce and reports on trends
- Collaborate on marketing strategy for ACCESS Pass sales
- Provide excellent customer service to all users of the ACCESS Philly program

Leadership:

- Interview/Hire/Train team of interns to support fulfillment and ACCESS Pass processing
- Participate in Art-Reach weekly check-ins and monthly staff meetings
- Prepare board reports on expansion as directed by the Executive Director



CANDIDATE PROFILE:

Preferred skills and experience:

You should bring three to five years of demonstrated success in Philadelphia's cultural community. Experience with a membership/subscription operation is going to be very helpful for a successful candidate. Additionally, extensive knowledge of local arts and cultural institutions with a focus on museums and live arts is important. If you have had success in communicating, building consensus and leading complex groups toward a single goal, we want to hear about it. To be successful in this position you should have a deep knowledge of Salesforce. Other CRM experience might be relevant, but Art-Reach uses Salesforce extensively for programmatic initiatives. Prior experience with Salesforce gets you to the front of the pack. You should have a knack for operation and systems with a track record of hitting sales targets. Passion for and familiarity with Art-Reach programming is required. You should be highly comfortable working in a fast-paced office environment on simultaneous projects.

Degrees are not prerequisites for working at Art-Reach. As such, a degree is not required for this position however, if you believe your educational experience helps your candidacy, please feel free to share that information with us.

Personal Characteristics:

Strong interest and belief in creating accessibility in the arts and culture community around Philadelphia. A strategic and decisive problem solver, with an ability to think creatively, opportunistically, and analytically. An experienced relationship builder and influencer with the ability to relate and appeal to diverse groups of people.

Compensation: \$45,000 and benefit options available

To Apply

If you wish to explore this position, please send a resume, cover letter, three references to ACCESSMgr@art-reach.org.

Applications will be accepted until Friday, October 18th, 2019