



# Rockefeller Brothers Fund

Philanthropy for an Interdependent World

## Employment Announcement: Public Programs and Guest Services Coordinator

### About the Fund

Founded in 1940, the Rockefeller Brothers Fund (RBF) advances social change that contributes to a more just, sustainable, and peaceful world. The RBF's grantmaking is organized around three themes: Democratic Practice, Peacebuilding, and Sustainable Development. Though the Fund pursues its three program interests in a variety of geographic contexts, it has identified several specific locations on which to concentrate cross-programmatic attention. The Fund refers to these as "RBF pivotal places": subnational areas, nation-states, or cross-border regions that have special importance with regards to the Fund's substantive concerns and whose future will have disproportionate significance for the future of a surrounding region, an ecosystem, or the world. The Fund currently works in three pivotal places: China, the Western Balkans, and Central America. The Charles E. Culpeper Arts & Culture program, focused on New York, nurtures a vibrant and inclusive arts community in the Fund's home city.

Through its grantmaking, the Fund supports efforts to expand knowledge, clarify values and critical choices, nurture creative expression, and shape public policy. The Fund's programs are intended to develop leaders, strengthen institutions, engage citizens, build community, and foster partnerships that include government, business, and civil society. Respect for cultural diversity and ecological integrity pervades the Fund's activities.

### About The Pocantico Center

Once home to the Rockefeller family, The Pocantico Center's verdant campus in the scenic hills of the Hudson Valley has been host to some of the most influential leaders, thinkers, and creative minds of the last century. Today, Pocantico is the community-facing extension of the Rockefeller Brothers Fund's philanthropic mission to advance social change that contributes to a more just, sustainable, and peaceful world. Through a robust slate of programming—including conferences for nonprofit and policy leaders, artist residencies, tours, performances, and educational programs for the community—Pocantico continues to bring together people from near and far to learn, share, and imagine a better future.

### Position Summary

The Rockefeller Brothers Fund (RBF) seeks an Public Programs and Guest Services Coordinator to provide technical and general support for the [David Rockefeller Creative Arts Center](#) (DR Center) which is located on the grounds of [The Pocantico Center](#) in Tarrytown, NY. The DR Center is a multipurpose performance, art gallery, and studio/classroom space. The incumbent will provide general support and administrative services for all public programs and residencies at Pocantico, including greeting and acclimating artists-in-residence, public event and gallery attendees, and the public. The Public Programs and Guest Services Coordinator will also work with the Communications team to share recordings and/or livestreamed events at The Pocantico Center on the Fund's website and social media platforms.

This position reports to the Manager, Public Programs.

The starting salary for this role is \$54,000.

## **Key Responsibilities**

### **Public Programs and Guest Services**

- Adjust lighting and curtains/shades during rehearsals, performances, gallery exhibitions, and other programs and events in the DR Center, as needed.
- Record and/or livestream performances, lectures, and other events in coordination with Communications team.
- Work with Communications team to draft copy for and share digital recordings, images, and other Pocantico content on RBF digital platforms.
- Follow proper safety practices and procedures at all times, and report matters as they arise.
- Liaise with vendors accessing The Pocantico Center for public programs and other needs.
- Assist in receiving and coordinating incoming/outgoing shipments of art and exhibition-related equipment and supplies to/from the gallery
- Provide guest services to all visitors/users, including artists-in-residence, the public, and others.
- Welcome and greet guests, maintain professional rapport, respond to guest inquiries, and problem solve any guest-related concerns as they arise.
- Orient artist residents, performers, and other visitors to the facilities.
- Track gallery attendance and monitor the gallery space when visitors are present.
- Assist with facility set-ups for rehearsals, performances, gallery events, meetings, etc.
- Keep the Manager of Public Programs apprised of all relevant issues that may arise during events.
- Perform other related duties as requested by the Manager of Public Programs.
- Support Manager of Public Programs with administrative duties including invoices, guest list management, gathering information and collateral for events and residencies, and other duties as requested.

### **Skills and Abilities**

- Experience with social media, livestreaming, and basic video editing
- Experience in a theater or performing arts venue strongly preferred.
- Effective verbal and written communication skills
- Comfort liaising with various stakeholders, including artists, the public, and high-profile visitors.
- Strong interpersonal skills, including the ability to be consistently diplomatic, tactful, and professional and to interact effectively with all levels of staff, trustees, artist residents, guests, and other external parties
- Ability to and move, lift, carry, push, or pull moderate to heavy items, as needed
- Ability to tolerate noise, dust, and the general environment, associated with live performances, rehearsals, etc.
- Ability to work long hours and maintain a flexible schedule (Weekend and/or evening hours will be routinely required.)

- Ability to work independently and manage multiple tasks and projects with flexibility and detail orientation
- Ability to prioritize, stay organized, and work under pressure
- Experience working in a public-facing or visitor services role preferred
- Spanish language proficiency strongly preferred.

## Education, Experience, and Knowledge

- Associate's degree with three years of relevant experience or bachelor's degree with at least a year of relevant experience.

## Expectations of All Positions

Each employee is expected to:

- Understand and support the philanthropic mission of the RBF.
- Respect and value those who partner with or request assistance from the RBF.
- Manage the resources of the RBF in a manner that maximizes the funds available for charitable activity.
- Advance diversity, equity, and inclusion efforts in core responsibilities and institution-wide efforts.
- Respect the contribution of each employee of the RBF and support colleagues in fulfilling their individual responsibilities.
- Appreciate differences in perspectives and points of view and work collaboratively with colleagues toward shared goals and objectives.
- Commit time to RBF activities and conversations that strengthen the Fund's culture and improve its effectiveness opportunity in all work relationships.

## Application Process

The Rockefeller Brothers Fund is an equal opportunity employer and invites applications from candidates regardless of race, gender, national origin, sexual orientation, age, disability, or religion. The RBF is committed to becoming an anti-racist and anti-sexist institution ([read more here](#)). We offer a competitive salary based on the responsibilities of the role, a generous benefits package, and a pleasant work environment.

This role is expected to report to work at The Pocantico Center (**200 Lake Road, Tarrytown, NY**), unless noted otherwise.

To apply, please send a cover letter explaining your interest in the position and qualifications along with a resume to [employment@rbf.org](mailto:employment@rbf.org) and include *Public Program and Guest Services Coordinator* in the subject line of your email. No telephone or fax inquiries, please. Application deadline is **July 8, 2022**.

For additional information please visit our website at [www.rbf.org](http://www.rbf.org).