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 regard 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 a Public Programs and Guest Services Coordinator to provide general and technical support for the David Rockefeller Creative Arts Center (DR Center) 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 also 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 livestreamed events at Pocantico on the RBF website and social media platforms. The incumbent will have experience and/or interest in arts, culture, and/or working at a cultural institution.
This position reports to the Manager, Public Programs and Residencies.

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

**Key Responsibilities**

**Public Programs and Guest Services**
- Support the Manager of Public Programs and Residencies with administrative duties including invoices, contracts, guest list management, gathering information and collateral for events and residencies, arranging transportation and other logistical needs for presenters and residents, and other duties as requested. Assist with facility set-ups for rehearsals, performances, gallery events, meetings, and other events.
- 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 artists-in-residence, performers, and other visitors to the facilities.
- Liaise with vendors accessing Pocantico for public programs and other needs.
- Adjust lighting and curtains/shades during rehearsals, performances, gallery exhibitions, and other programs and events in the DR Center as needed.
- Assist in the recording and livestreaming of performances, lectures, and other events in coordination with IT and the Communications team.
- Work with the Communications team to draft copy and share digital recordings, images, and other Pocantico content on RBF digital platforms.
- Keep the Manager of Public Programs and Residencies apprised of all relevant issues that may arise during events.
- Perform other related duties as requested by the Manager of Public Programs and Residencies.
- Track gallery attendance and monitor the gallery space when visitors are present. Follow proper safety practices and procedures at all times.

**Skills and Abilities**

- Experience in a theater or performing arts venue strongly preferred.
- Ability to work independently and manage multiple tasks and projects with flexibility and attention to detail.
- Ability to prioritize, stay organized, and work under pressure.
- Effective verbal and written communication skills.
- Experience with social media, livestreaming, and basic video editing.
- 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 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).
- Valid driver's license.
- Provide periodic transportation to/from/within the estate and local errands as needed.
Experience working in a public-facing or visitor services role preferred.
Spanish language proficiency strongly preferred.

Education, Experience, and Knowledge

Associate 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 daily 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 and include Public Program and Guest Services Coordinator in the subject line of your email. No telephone or fax inquiries, please. Application deadline is January 13, 2023.

For additional information, please visit our website at www.rbf.org.