



Title: **Customer Service Manager**

Department: Administration

Reports to: Director of Business and Operations

FTE: 1 Full-time 40 hours per week Hourly Rate Range: \$23.00 - \$25.00

Pratt Fine Arts Center provides art classes for visual artists of all ages, all skill levels and abilities, from beginner to master. Students receive professional artist instruction in fully equipped studios with the materials and resources they need to imagine, explore, and create art, while learning techniques and skills. Pratt also offers independent access to their art studios so artists can pursue their work in a professional environment. With a long-standing mission of arts access for all, Pratt welcomes everyone to join its creative community.

Job Summary

The Customer Service Manager supervises front desk part-time staff and ensures that students and guests have a positive experience at Pratt. The person in this role works directly with the Director of Business and Operations to help oversee execution and development of appropriate policies for registration, memberships, and studio access. The Customer Service Manager also works closely with the Director of Programs, Marketing and Communications Director, Development Director, and Studio Managers to ensure cohesive teamwork and that appropriate procedures are developed and implemented to serve our community.

Job Description

****Please Note**** Because classes are scheduled every day, the Customer Service Manager will be expected to be working on-site Monday through Friday from 8:30AM to 4:30 PM.

The Customer Service Manager acts as central communication hub for the front desk team at Pratt Fine Art Center particularly in regard to policies and procedures governing students, independent studio users, and other stakeholders. The Customer Service Manager schedules front desk personnel 7 days a week year-round ensuring the desk is staffed from 8:30AM to 10:00PM every day.

- Provides training and oversight and assigns duties to all Front Desk team members while monitoring and delegating administrative tasks as needed, and providing support when errors or difficult situations arise.
- Processes complex or special requests for registration, memberships, studio access, etc.
- Responsible for maintaining accuracy of all registration information and makes sure all policies are followed except when such policies are waived by the Director of Business and Operations including policies involving refunds, enrollment, withdrawals, record keeping, etc.
- Oversees access studio appointments procedures and confirms that studio access policies are being followed
- Processes class cancellations and issues refunds
- Compiles and generates weekly registration reports, transaction reports, and other reports as needed

- Orders and maintains a stock of needed office and facility supplies for Pratt's ongoing Front Desk operations.
- Oversees the Tuition Assistance program, tracks gift certificates, class vouchers, and assists Scholarship recipients by completing registrations and tracking scholarship balances

MINIMUM QUALIFICATIONS:

- At least 2 years of management experience in a customer service environment
- Strong Customer Service Skills and affinity for helping people achieve
- Ability to manage multiple tasks and long-term projects simultaneously
- Experienced user of MS Teams & MS Office with proficiency in Excel and Word
- Experience with class management and POS management systems;
- Ability to maintain and administer office peripherals (copier, scanner, IP phone, etc.)
- Sense of humor
- Competence in serving diverse populations
- Demonstrated commitment to diversity, equity and inclusion

DESIRED QUALITIES:

- Operate Multi-line phone system

Compensation

\$23.00 to \$25.00 per hour DOE, + medical, dental, long-term disability, and paid vacation. Employee-paid short-term disability and retirement programs are provided, but optional. Also includes generous in-kind benefits in the form of class registrations and studio access.

Disclaimer

The above statements are intended to describe the general nature and level of work being performed by people performing this role. They are not to be construed as an exhaustive list of all responsibilities, duties, and skills required of personnel so classified. All personnel may be required to perform duties outside of their normal responsibilities from time to time, as needed.

Application requirements

Please send cover letter and resume to Ryan Davis, Director of Business & Operations, at rdavis@pratt.org. No calls or drop-ins, please.

Application Deadline: April 10th, 2023

Questions? Contact Ryan Davis, Director of Business & Operations, at rdavis@pratt.org

Pratt Fine Arts Center is committed to a policy of equal opportunity for all persons and does not discriminate on the basis of race, color, national origin, age, marital status, sex, sexual orientation, gender identity, gender expression, disability, religion, political affiliation or veteran status in employment, membership or educational

programs and activities. Furthermore, Pratt Fine Arts Center is committed to retaining to a racially diverse team. Black, Indigenous & People of Color (BIPOC) are encouraged to apply.