



**FELLOWSHIP FOR PERFORMING ARTS**  
**Customer Relations Associate Job Description - Spring 2024**

|  |
|--|
| <p align="center"><u>Type of position</u> : <b>Part-time - NYC in office</b> <span style="float:right"><u>FLSA Hours 20-25hrs/wk</u> : <b>Hourly</b></span></p> <p><i>*Hybrid/Remote considered for right candidate      *Monday-Friday, 10a-6p, ET      *Evenings/weekends as needed</i></p>  |
| <p><b>Job Purpose</b></p> <p>Foster positive relationships and experiences with FPA’s fans, patrons, and partners for the purpose of ensuring high satisfaction and loyalty through meaningful online interactions, resolutions, and customer relations.</p>   |
| <p><b>Key Responsibilities and Deliverables</b></p> <ul style="list-style-type: none"><li>❖ Act as the first point of contact for receiving, responding to, and appropriately funneling FPA’s general inquiries within one business day to provide answers, drive engagement, nurture a positive experience, and increase ticket sales.<ul style="list-style-type: none"><li>➤ Includes written communications from info@, groups@, hello@, and community management across all digital platforms.</li><li>➤ Ensure all communications are consistent, accurate, and aligned with FPA’s mission, messaging, and operational standards.</li><li>➤ Provide customer service for group sales and film licensing efforts to increase ticket sales and encourage in-house licensing opportunities.</li><li>➤ Prepare weekly reports for the Marketing Coordinator detailing quantity and type of inquiries.</li></ul></li><li>❖ Manage all engagement on FPA’s social media accounts, including reposting on Max McLean’s SM.<ul style="list-style-type: none"><li>➤ Engage with all reactions and maintain the Mission integrity across all platforms.</li><li>➤ Schedule social media posts and graphic design as needed.</li><li>➤ Track and report on social media engagement.</li></ul></li><li>❖ Provide Customer Relations Administration Assistance.<ul style="list-style-type: none"><li>➤ Work with the Marketing Team to identify and resolve customer patterns and pain points</li><li>➤ Process Post Show Surveys; review responses, identify critiques, comments, and opportunities for marketing, philanthropy, and customer relations.</li><li>➤ Communicate with survey responders as directed.</li><li>➤ Provide proofreading assistance across all communication related assets as needed.</li><li>➤ Provide research and outreach assistance as directed by the marketing team.</li></ul></li></ul> |
| <p><b>Qualifications and Skills</b></p> <ul style="list-style-type: none"><li>➤ Commitment to FPA’s Mission and a passion for sharing it with others.</li><li>➤ Bachelor’s degree with at least 1-2yrs of strong customer support experience in both verbal and written communications. Personable with experience in nonprofit customer relations preferred.</li><li>➤ Organized, meets deadlines, can take direction and practices strong time management skills.</li><li>➤ A problem solver, team player, and desire to grow and develop within the organization.</li><li>➤ Experience using BaseCamp, Asana, GoogleSuite, Microsoft Office, WordPress, and Salesforce.</li><li>➤ Experience using Facebook, IG, Twitter, LinkedIn, Youtube, Canva, Sprout, or similar social media management platforms. Graphic design experience a plus.</li><li>➤ Desire to maintain best practices in customer service, marketing, and social media management.</li><li>➤ Ability to adapt and evolve with the needs and priorities to support the team as needed.</li><li>➤ Availability to work M-F between 10a-6p ET. Flexibility to travel for FPA events as needed.</li></ul>   |