Amherst College  
Office of Human Resources  

JOB DESCRIPTION

Title: Program Assistant (Casual position, no benefits)  
Department: Emily Dickinson Museum  
Reports to title: EDM Program Director

Full Time: ____________  Part Time: x  ________  Date Prepared:  January 21, 2020

Job Group & Level: N/A  Regular Daily Work Schedule:  9:00 am to 1 pm  
Pay Type: Weekly x Monthly _______  Months Per Year: 12  Hours Per Week: 15-20  
(Summer Months)  Months Per Year: _______  Hours Per Week:

1. Summary of Position:

The Program Assistant assists the Program Director and the Program Coordinator in planning the Museum’s public and educational programs; completes administrative and clerical tasks for programs; makes arrangements for studio sessions; generates guide, museum assistant, and house manager schedules; organizes the Museum’s staff resource library; and supports other Museum interpretive and educational initiatives. The Program Assistant takes appropriate actions to support a diverse workforce and participates in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

2. Principal Duties and Responsibilities:

(60%) Program and Event support

- Makes arrangements with program presenters, schedules volunteers, organizes and facilitates program registration and submission procedures, procures supplies and refreshments, places print orders, coordinates room and equipment set-up and logistics, tracks attendance
- Provides planning and day-of assistance for designated programs including Arts Nights (first Thursdays monthly), Amherst Poetry Festival (annual September program), and Studio Sessions (three-five per month).
  o Attends meetings of the Amherst Poetry Festival steering committee to record and distribute notes
  o Works with visual artists for monthly Amherst Arts Nights to install, and de-
install pop-up, one-night exhibitions
  o Fields inquiries and requests for Studio Sessions, books sessions, ensures payment, communicates and enforces program rules in advance and day-of sessions, provides or arranges for on-site support, and obtains program evaluations

(35% ) Administrative support
  • Assists in planning of annual program calendar by processing program proposals, drafting program planning and review forms
  • Creates monthly guiding and Museum Assistant schedules and may occasionally perform house manager duties when needed
  • Maintains knowledge of Point-of-Sale system and processes program income
  • Assists with special projects as assigned, for example organizing program photos for institutional and archival use according to existing digital classification structure.
  • Collects and reports visitor contact and demographic information

(5%) Performs other duties/functions as requested.

All employees are expected to participate in the College’s efforts to create a respectful, inclusive, and welcoming work environment.

3. Internal-External Interaction/Communication:

Ability to communicate effectively and interact professionally with individuals both inside and outside the Museum including other administrative units within Amherst College, students and faculty of the five colleges, and external speakers, program facilitators, partners and collaborators.

4. Education: (include certifications and licenses)

Required: High School diploma or equivalent work experience
Preferred: Bachelor’s Degree

5. Experience: (List specific skills necessary to perform this job)

  Required:
  • 1 year of related experience
  • Working knowledge MS Office Suite, Google Suite, and internet
  • Strong verbal and written communication skills, strong interpersonal and customer service skills
    High level of attention to detail, strong organizational skills, and ability to prioritize multiple projects at once.
  • Ability to work a flexible schedule that will occasionally include some evenings and
weekends
• Commitment to working with a diverse and inclusive community

Preferred:
• Familiarity with computerized point of sale systems, web content management systems
• Desire to learn about Emily Dickinson, her work, and times.

6. Environmental and Physical Demands: (Please describe the work environment and unusual physical demands, i.e. lifting requirements.)
• Frequent walking or standing, ascending/descending stairs
• Lift, carry, push and/or pull up to 25 lbs., occasionally lift, push, and/or pull up to 40 lbs. with assistance
• Visual – normal concentration
• Constant repetitive motions including fingers, hands, and wrists

7. Decision Making:
Work follows established routines, clearly prescribed rules, past practices or instructions, with some latitude to address minor issues. Seeks guidance on problem areas from peers or supervisor. Refers non-routine or unusual problems to supervisor.

8. Supervision Exercised/Received:
Works under close supervision of Program Director. Exercises some independent judgement in accordance with well-defined policies, procedures and techniques. Work typically involves regular review by Program Director or Program Coordinator.

Supervisory Responsibility: Yes _________ No x__________
(Museum volunteers, interns)

Number of Employees Supervised: _____0___