



## Job Opportunity

**Title:** Program Associate

**Department:** Program

**Supervises others:** No

**Reports to:** Program and Community Engagement Director

**Position Type:** Non-Exempt

**Hourly Rate:** \$17/hour

**Hours:** approx. 26 hours weekly

**Location:** 919 E. Jefferson St., Phoenix, AZ

**Remote Eligibility:** No

**Telework Eligibility:** No

## **POSITION SUMMARY**

Rosie's House, one of the nation's largest free music education non-profits, seeks a Program Associate to play a key role in continuing the organization's exciting growth. This position is critical to contributing to a positive community culture by performing tasks regarding the reception of students and guests, record-keeping, and communication. This position also performs site integrity activities such as preparing classrooms and maintaining educational equipment

## **RESPONSIBILITIES INCLUDE**

### **Reception**

- Check students, families, and guests in and out of the building
- Answer questions about the program, classes, activities, and events
- Give directions to the location of activities in the building
- Answer phone calls
- Review voicemail messages and coordinate return phone calls
- Create a welcoming environment through one-on-one intentional engagement with parents, students, faculty, and guests
- Contribute to a workplace culture that values collaboration, respect, professionalism, accountability, and mission focused decision-making

### **Program**

- Coordinate facility setup for classes and events
- Prepare attendance rosters, and collect and compile attendance data
- Facilitate weekly attendance calls to parents
- Compile student and household records
- Facilitate assigned tasks for events, recitals, special projects, and other activities

### **Site Integrity**

- Organize and maintain equipment, instruments, and classrooms
- Support facility safety and nightly closing procedures

## **ESSENTIAL QUALITIES**

### **You will succeed at this role if:**

- You enjoy working with youth and families
- You excel at customer service and communication
- You have an attitude of enthusiasm, inclusivity, and empathy
- You accept responsibility for the quality of your performance and hold your work to high standards
- You are service-oriented with a passion for music education and youth development

## **EXPERIENCE AND QUALIFICATIONS**

### **Required**

- High school diploma or equivalent secondary education completion
- Ability to receive/maintain a fingerprint clearance card
- Competency using Microsoft Office Suite applications
- Ability to lift and carry 20-30 pounds

**Preferred Experience**

- Customer service
- Child supervision
- Data entry and computing
- Bilingual (Spanish)

**SCHEDULE**

**Monday** 2:00pm – 8:00pm; **Tuesday, Wednesday, Thursday** 3:00pm – 8:00pm; and **Saturday** 8:30am – 1:00pm

- Some additional hours required for special projects and events
- Modified hours for school year breaks and summer

**Start date:** August 5, 2024

**BENEFITS**

**Sick Time:** Part-Time Employees accrue sick time

**Retirement:** Rosie's House offers a 401k plan (optional enrollment)

**HOW TO APPLY**

Please submit your cover letter, resume, Employment Application, and Safety Application to [employment@rosieshouse.org](mailto:employment@rosieshouse.org) using **Program Associate and your name** in the subject. The Employment Application can be found on the [Rosie's House website](#).

Rosie's House is committed to creating a safe environment free from abuse of any kind. Rosie's House has policies that safeguard our students including Sexual Abuse Awareness Training, Screening Process, and Criminal Background Check for all staff before employment begins.

**Conditions:** This position description does not promise or imply that the functions listed are the only duties to be performed or that the position may not change. Company reserves the right to revise the responsibilities or to require other or different tasks be performed at any time.

Rosie's House believes that a diverse staff is necessary to achieve the vision of our work. We encourage applications from candidates who can contribute to the diversity of our workforce across a range of dimensions. Individuals who identify as Black, Indigenous, Latino/a/x, Asian, Pacific Islander or other People of Color, people who are queer, trans, non-binary, people with disabilities, people who are immigrants, people from poor and working-class backgrounds, and people who are/have been system-impacted are strongly encouraged to apply. As an **Equal Opportunity Employer**, Rosie's House will not discriminate against an employee or applicant on the basis of age, race, color, religion, national origin, physical or mental disability, sexual orientation, or marital status.

**MORE ABOUT US**

At Rosie's House our work culture is supportive, collaborative, transparent and mission-focused. Rosie's House employs eleven staff and 23 part-time highly trained music educators, and has an annual operating budget of approximately \$2,100,000 (contributed revenue model). Our team believes music education creates hope, fuels the imagination, sparks creativity, and is a powerful force for social justice and vitality in our community.

Providing over 650 youth, grades PREK-12, with lesson opportunities in piano, strings, winds, percussion, guitar, choir, digital music, and Mariachi, the Rosie's House Free Afterschool Academy is one of the largest 100% free music programs nationwide. Through music, we support youth as they develop their full creative and personal potential.

For more information visit [www.rosieshouse.org](http://www.rosieshouse.org)