



December 2022

Program Coordinator

GrubStreet is the leading literary arts center in the country. We are a hardworking and creative bunch and pride ourselves on a warm and supportive work environment. The Program Coordinator position plays a vital role in helping GrubStreet to support our mission.

GrubStreet is seeking a Program Coordinator to work with our Core Programs team on ensuring the smooth delivery of hundreds of creative writing classes per year. The Program Coordinator will report to the Program Manager to build our schedule of 300+ short classes per year, help students navigate our offerings and register for classes and events, run the technical side of our virtual classes, and welcome students into our space for in-person classes and events. Please note that these classes are tuition-based classes for adults (18+) and this position does not overlap with our youth writing programs.

The ideal candidate will be a superb written and verbal communicator who is excited to help students from all backgrounds access creative writing classes. They should have experience with creative writing classes (in any genre), be comfortable working with numbers and spreadsheets, and be invested in making the creative writing world more accessible and equitable to all who would like to be a part of it. This is a full-time permanent position that requires in-office work several days a week including some evenings and weekends.

We encourage BIPOC (Black, Indigenous and people of color), LGBTQIA+, people with disabilities, and other communities historically underrepresented in arts administration spaces to apply. GrubStreet strives to dismantle every system, process, or structure that would discourage any person from working with us. We actively seek diversity, equity, and inclusivity because we know that all people are vital and that their stories are our stories.

Responsibilities

Curriculum

- Works with Program Manager to schedule a calendar of short classes that are representative of a wide range of perspectives and genres

- Coordinates logistics around scheduling, using Zoom, and hosting in-person short classes
- Schedules free writing sessions
- Regularly reviews student feedback on short classes to identify strengths and growth areas in short class programming
- Collaborates with Core Programs team to design and implement new short class models

Communications

- Oversees the Programs department inbox, responding to inquiries and escalating as needed
- Answering student questions about classes, registration, and scholarships
- Sends class reminder and class cancellations emails to instructors in advance of class start dates
- Schedules class survey emails for all Core classes
- Processes student requests to withdraw or switch classes

Core Class Administration

- Sits on the scholarship committee for Core classes and reviews applications
- Updates and keeps track of enrollments across all classes
- Runs waitlists for all open-enrollment classes
- Works at Open House events and communicates about programming with students

Website and Database

- Works with Program Manager to post classes to the website in advance of each term
- Contributes to ongoing website management and updates to our systems

Qualifications:

- 2+ years of customer service and/or nonprofit experience preferred
- Ability to work nights/weekends as needed for events or class support
- Experience with creative writing classes and familiarity with creative writing pedagogy strongly preferred
- Excellent interpersonal and communication skills – both oral and written
- Excellent organizational skills required
- Cares deeply about writing and storytelling
- Enthusiasm for working with people, supporting teachers, and being part of a team

- Demonstrates GrubStreet’s commitment to anti-racism and equity in all communications and interactions with community members
- Comfortable with technology (word processing, spreadsheets, web applications, etc.)
- Willingness to learn new skills, processes, and technologies

About the Organization

We believe that narrative transforms lives, builds bridges, and produces empathy. By rigorously developing voices of every type and talent, and by removing barriers to entry, GrubStreet fosters the creation of meaningful stories and ensures that excellent writing remains vital and relevant.

GrubStreet, the largest creative writing center in the U.S., annually engages over 8,000 students – both teens and adults – in programs that range from two-hour workshops to year-long graduate-level seminars.

Our teachers are working artists who bring the highest quality instruction and mentorship to storytellers. We also host a major writing conference each year and public storytelling events. The education and networks we facilitate foster a richer local writing scene, with a strong focus on increasing opportunities for writers of color, low-income writers, and teen writers.

Our programs eliminate common barriers to participation in the arts and lifelong learning, and build community among participants. We continue to increase scholarships and provide free writing programs (including bilingual classes) for adults and teens in low-income communities across Boston.

Position Details

GrubStreet is an equal opportunity employer. We provide a competitive salary and benefits package and a dynamic, collaborative work environment. The salary range for this position is \$45,000-50,000, commensurate with experience.

CONTACT INFORMATION

Instructions: Please submit your resume and cover letter at this link:

<https://airtable.com/shr7iOIXjJZC4Foyp>. If you have trouble or have questions, please email jobs@grubstreet.org and put “Program Coordinator” in the subject line.

Applications will be accepted and reviewed on a rolling basis. No phone calls, please.

Position Status: Full time, exempt

Position Level: Coordinator, 2+ years' experience preferred

Position Reports to: Program Manager

Location: Boston