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**October 2021**

## **Programs Assistant**

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 Programs Assistant position plays a vital role in helping GrubStreet to support our mission.

GrubStreet is seeking a Programs Assistant to work with our Programs Coordinator on ensuring the smooth delivery of hundreds of creative writing classes per year. The Programs Assistant will help students navigate our offerings and register for classes and events, run the technical side of our Zoom classes, and welcome students into our space for in-person classes and events. This position will require a minimum of three days of in-office work per week. 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 be comfortable working with numbers and spreadsheets, know their way around Zoom, 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.

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 the excellence of our work and the value of its impact depend on them. We strive to create an environment where the perspectives we bring to our work are valued as much as the work we produce.

### **Communications**

- Processes student requests to withdraw or switch classes
- Responds to student questions about classes, registration, and scholarships
- Sends class reminder emails to instructors for Zoom, Wet.Ink, and in-person classes as soon as the class has enough students to run
- Sends class cancellations emails if class does not get enough registrations
- Schedules class survey emails for Zoom, Wet.Ink, and in-person classes to go out the day classes end, and a follow up email a week later

## **Website**

- Works with Programs Coordinator to post classes to the website in advance of each term

## **Enrollments**

- Updates enrollments throughout the day
- Updates enrollments when someone withdraws or switches classes
- Runs waitlists all open-enrollment classes

## **Zoom Classes**

- Schedules all classes in Zoom, creates Zoom links
- Handles requests from instructors to adjust their Zoom schedules as needed
- Manages scheduling conflicts in Zoom
- Supports students and instructors with questions about using Zoom
- Schedules twice-a-month free Zoom writing sessions at the start of each term

## **In-Person Classes and Free Events**

- Is on-site 3 days a week to support in-person classes with needed materials
- Is available to students who have questions about classes and registration
- Shops for food and drinks for groups of 25-100 people
- Sets up the space and arranges refreshments.
- Works at Open House and communicates about programming with students.
- Manages the student nomination process for Showcase readers

## **Qualifications:**

- Strong interpersonal and communication skills required – both oral and written
- Strong organizational skills required
- 1-2 years' of customer service or nonprofit experience strongly preferred
- 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
- Ability to work nights and weekends

## **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.

Our programs and offices are currently operating remotely in response to the Covid-19 pandemic, but this position requires in-person work in our Boston office.

## **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/shr7iOIxjJZC4Foyv>. If you have trouble or have questions, please email [jobs@grubstreet.org](mailto:jobs@grubstreet.org) and put “Programs Assistant” in the subject line. Applications will be accepted and reviewed on a rolling basis. No phone calls, please.**

**Position Starts:** January 2022

**Position Status:** Full time, exempt

**Position Level:** Assistant, 1-2 years’ experience preferred

**Position Reports to:** Programs Coordinator

**Location:** Boston