



## PROGRAM ASSOCIATE

### OVERVIEW:

Fractured Atlas is seeking a full-time Program Associate. This position will provide administrative support for all of our core programs and services and for the organization overall. It is an entry-level position and involves a great deal of front-line customer service. We have over 18,000 artists nationally in our membership who come to us daily for guidance, assistance and support.

The successful candidate will be incredibly personable, have a cheerful disposition and a sense of humor, and possess an incredible amount of patience, particularly as it relates to explaining the same information multiple times. Additionally, the candidate will be able to operate and respond in a rapid-fire environment while still remaining calm, clear and collected.

### MAJOR DUTIES & RESPONSIBILITIES:

- Front-line customer service for all of our core member programs.
- Membership support: process dues payments, assist with membership changes and terminations, maintain member database, organize and maintain member files.
- Fiscal sponsorship program support: educate members about fundraising in the arts, process donations and fund release checks, review solicitation materials, process member Materials for the Arts and Costume Collection applications.
- Insurance program support: educate members about insurance in general and our plans specifically, assist members with applications and obtaining quotes, policies or certificates, process payments, renewals, terminations, and claims.
- Professional Development program support: assist members with online courses and international artist visas.
- Assist with outreach events in the NYC area for programs and advocacy efforts and carry out special projects as they arise.
- Assist Program Directors with program development, expansion and technical enhancements.

### QUALIFICATIONS:

- Bachelors Degree or equivalent required.
- First-hand experience working in an artistic discipline is strongly preferred.
- You must be comfortable working in a fast-paced environment and able to adapt to frequent, rapid changes.
- The successful candidate will demonstrate the following attributes:
  - Self-motivated,
  - Creative problem solving skills,
  - Excellent verbal and written communication skills,
  - An ability to give exceptional customer service when presented with challenging situations,
  - A strong attention to detail,
  - Well organized and the ability to manage responsibilities independently
- Proficiency with Word, Excel, and experience with web-based software required – knowledge of Quickbooks is a plus. Previous experience with sophisticated information technology systems and arts administration is a plus.



Liberate the Artist

**COMPENSATION:**

Starting salary is \$43,035. Benefits include health insurance, employer-contributed 401K plan, TransitChek, tuition reimbursement, vacation, sick and personal days, and a casual but hard-working, friendly and supportive office environment. Fractured Atlas is an equal opportunity employer.

**TO APPLY:**

To be considered for the position, please email the items below in one PDF-formatted file with your name as the filename to Tim Cynova, Deputy Director at [jobs@fracturedatlas.org](mailto:jobs@fracturedatlas.org). Include "Program Associate" as the email's subject line.

1. A substantive cover letter including the following information: your interest in the position and the organization, the date you are available to start, and contact information for three professional references.
2. A résumé no longer than 2 pages outlining your educational and professional experience.
3. Writing Challenge (no more than one page): Respond to a person who is convinced that the Earth does not revolve around the sun. Do so in a way that does not demean their point of view but provides them with information proving your point that the Earth does in fact revolve around the sun.

Incomplete submissions will not be considered nor will submissions sent via postal mail or fax. **No calls please (we mean it).** Thank you!

Prospective applicants are strongly encouraged to review our website at [www.fracturedatlas.org](http://www.fracturedatlas.org) prior to submitting materials for consideration.

**POSTING DATE:** September 16, 2011. Deadline for submissions is October 7, 2011.

**ABOUT FRACTURED ATLAS**

Fractured Atlas is the nation's largest non-profit arts service organization with a multi-disciplinary membership of over 18,000 independent artists and arts organizations. Its core service areas include **fiscal sponsorship**, the nation's only arts **liability insurance** program, **health insurance education and navigation**, **professional development**, and **advocacy**. Fractured Atlas's **Open Arts Network** brings its programs and services to an audience of over 100,000 artists and arts groups nationwide. Its technology-based programs include **Spaces**, **Archipelago** (cultural asset mapping and data visualization software), and professional development through **Fractured U**. With the assistance of The Andrew W. Mellon Foundation, Doris Duke Charitable Foundation, and The Kresge Foundation, Fractured Atlas developed **ATHENA**, an open-source software platform for the cultural sector.