

GREAT Theatre Job Description

Position Title: Administrative Assistant

Status: non-exempt / hourly / part-time

Reports to: Finance & Admin Manager

Compensation: \$16-\$20/hour

Hours: M-F, 9am-12pm

Position Summary

The Administrative Assistant supports GREAT in two equally important ways: being a welcoming first point of contact for our community and being the detail-oriented person who keeps everyday administrative work moving. This position combines customer service with behind-the-scenes administrative support. From helping a patron purchase tickets or answering a family's question about a program to processing registrations, maintaining accurate data, and completing daily administrative tasks, the Administrative Assistant helps create an experience that is welcoming, organized, and responsive.

Job Function

Customer Service & Community Support

- **Create a welcoming experience.** Serve as a friendly and helpful first point of contact for patrons, participants, families, volunteers, and community members by phone, email, and in person.
- **Provide helpful, knowledgeable service.** Answer questions and assist with performances, tickets, registrations, programs, and general information, connecting people with other staff when needed.
- **Deliver responsive customer support.** Assist with ticket purchases, exchanges, registrations, payments, and account questions while helping troubleshoot concerns and find solutions.

Administrative Support

- **Keep our information accurate and up to date.** Complete ongoing data entry and database maintenance, including updating patron and participant records and completing other daily data tasks.

- **Process transactions accurately.** Complete ticket orders, registrations, exchanges, refunds, payments, deposits, and related documentation, ensuring transactions are accurately recorded and ready for processing.
- **Support programs and productions.** Provide administrative support for camps, student matinees, auditions, and other programs and productions, including managing registrations, scholarships and waitlists, organizing participant information, and completing other details that help each experience run smoothly.
- **Provide support across the organization.** Pitch in on shared organizational needs and special projects as priorities shift throughout the season, balancing recurring responsibilities with time-sensitive requests. This may include light facility upkeep and other times when an all-hands-on-deck approach is needed.

This might be the job for you if...

- You genuinely enjoy helping people and know how to create a welcoming, helpful experience whether you're connecting in person, by phone, or by email.
- You are detail-oriented and understand that accurate data, careful recordkeeping, and consistent follow-through matter.
- You learn new technology quickly and are comfortable working in Microsoft Office and Google Workspace; experience with Salesforce and WordPress is a plus.
- You enjoy structure, processes, and checking things off a list, and can work independently while also being an active part of a team.
- You are organized and able to manage recurring responsibilities alongside changing priorities and time-sensitive requests.
- You communicate clearly and professionally and can listen, troubleshoot, and find solutions when questions or challenging situations arise.
- You notice when something doesn't look right and take the initiative to investigate, correct it, or ask questions rather than simply moving on.
- You can shift between helping a customer, entering data, processing transactions, and supporting a project without losing track of the details.
- You're willing to pitch in wherever needed and understand that working at a small, busy arts organization sometimes means everyone helps get the job done.
- You support GREAT's commitment to creating an equitable, diverse, inclusive, and welcoming environment.

As an employee of GREAT you'll receive

- Competitive equitable compensation with annual opportunity for raises
- Comp tickets to shows and camp/class registrations
- Opportunity for continued growth and development
- A fulfilling and fun work environment with a diverse team committed to transforming lives through the power of the arts

This job description is not meant to be all-inclusive. Employees may be asked to perform other related duties in order to meet the ongoing needs of GREAT.

About GREAT Theatre

Great River Educational Arts Theatre (GREAT), is a non-profit community theatre that enriches lives by bringing people together to build lasting connections through theatrical storytelling that challenges, educates, entertains, and inspires. Through dynamic on-stage programming that consists of producing seven full-scale shows featuring local talent, multiple production collaborations, and innovative off-stage educational outreach throughout Central Minnesota, we invite people to be part of the story to build a more vibrant community, celebrate differences, and create a sense of belonging for everyone. By reaching more than 50,000 people each year, GREAT brings our community together through the transformative power of the arts.

GREAT is committed to attracting and retaining employees with varying identities and backgrounds. We aspire to create a team that represents the diversity of our community while creating a space that encourages and embraces inclusiveness, equal opportunity, and respect. Additionally, we are committed to anti-racism through ongoing and consistent action, moving with urgency while identifying both immediate and long-term strategic actions, both as individuals and collectively as an organization.