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Help Desk and User Support Assistant, Cultural Data Project

Overview:

The Culture program, which is part of Pew's Philadelphia Program will provide approximately \$20 million in support in 2009 to artists, projects and cultural institutions in the five-county Southeastern Pennsylvania region. Much of that support is channeled through programs that are either managed directly at Pew or through intermediaries and grantees.

The Cultural Data Project (CDP), a joint effort of the Greater Philadelphia Cultural Alliance, the Greater Pittsburgh Arts Council, The Heinz Endowments, Pennsylvania Council on the Arts, The Pew Charitable Trusts, The Pittsburgh Foundation, and the William Penn Foundation, is a statewide Web-based data collection system for arts and culture organizations that was inaugurated in Pennsylvania in 2004. The project began its expansion to other states in June 2007. The CDP was developed to provide better information about cultural organizations to grantmakers, while simultaneously reducing the burden of application preparation for potential grantees, and to create reliable, objective and comprehensive data about arts and culture.

The Cultural Data Project (CDP) help desk and user support assistant will be involved in two principal clusters of activities: addressing the ongoing needs of the Cultural Data Project's users through help desk support; and providing data-related verification and communications to CDP users.

As a member of the staff of the Culture program, the CDP help desk and user support assistant will work as a part of the team responsible for the day-to-day operations of the Cultural Data Project, which include responding to inquiries and help desk requests for usage and technical assistance from CDP users; reviewing and verifying submitted data profiles; and communicating with users to assist in data profile revisions. The CDP help desk and user support assistant will report to the CDP help desk and user support coordinator. This position will be based in the Philadelphia office but will work to support west coast hours of operation.

Responsibilities:

- * Serve as the primary source for information and support to organizations participating in the CDP via the CDP help desk, phone, and

e-mail. Respond to support inquiries in a timely fashion, with a focus on customer service;

- * Review data profiles of CDP users for accuracy and consistency and contact users with suggested changes. Document and track status of user changes through email and phone. Keep accurate records of help desk assistance and user support;

- * Assist in the collection and preparation of accurate data from the project in accordance with the project policies and protocols. Provide routine reports and written updates on usage of the site for the CDP management;

- * Assist CDP management with special projects and research. Participate in the training of new help desk staff and share best practices in assisting organizations to input their data, update and correct their data profiles and understand the reporting features of the Web site;

- * Participate in Pew-related activities and meetings and perform other tasks as assigned;

- * Advance the Culture program's ability to achieve its strategic outcomes by providing crucial support to users of the CDP;

- * Build support for the CDP among the organizations participating in the project through delivering a high level of customer service and support;

- * Assist the CDP, the Culture program, and project partners in assessing and developing new projects and strategies through reliable and accurate data;

Requirements:

- * Strong customer-service orientation and enthusiasm, with the ability to understand and assist a wide range of users ensuring a high level of professional support for both new and experienced users;

- * Strong telephone, written and oral communications skills. Able to be responsive, clear and understanding with users;

- * Skilled in the use of technology, including basic databases, Internet and spreadsheet applications. Basic understanding of financial reports and documents;

- * Keen attention to detail including proofreading, tracking, monitoring and double-checking work and information for accuracy and quality;

- * Ability to prioritize, organize self, and manage time. Creatively propose opportunities for improvement and implement solutions;

- * Flexibility to work as part of a team or independently to meet goals in a fast-paced, deadline-driven environment. Self directed to take action, meet deadlines and resolve issues. Strong work ethic;

- * Ability to develop strong working relationships among internal staff and external constituents;

- * Able to work independently with limited supervision. Flexible and able to routinely juggle multiple competing priorities, organize time and work in teams of both support and senior staff to meet project goals;

- * Able to establish credibility quickly and to develop and maintain effective working relationships with internal and external parties;

- * Demonstrated desire, energy and ability to thrive in a collaborative, creative, fast-paced, and highly professional culture that emphasizes excellence, collegiality and teamwork. Able to understand organizational structure and work through and leverage complex administrative systems;

- * One to three years of progressively responsible professional experience in the non-profit arts and cultural community and customer service;

- * High school diploma required; bachelor's degree preferred.

Travel

Minimal travel anticipated.

Hours

11:30 a.m. to 8:00 p.m.

This position is based in Pew's Philadelphia, PA office.