

EAST BAY CENTER FOR THE PERFORMING ARTS

PROGRAM ASSISTANT (On-Site - Richmond, CA)

About East Bay Center for the Performing Arts

For more than 56 years, [East Bay Center for the Performing Arts](https://www.eastbaycenter.org/) has been a cultural beacon in Richmond, California, engaging children and youth with transformative, tuition-free arts education. Our programs are designed to create safe, rigorous, supportive spaces where young people can explore and express themselves through cross-cultural performing arts—catalyzing personal growth, community connection, and social change. Every day, our work at the Center demonstrates the power of art to unite and uplift people of diverse backgrounds and create new ways of seeing the world. East Bay Center serves 4,000+ children and youth each year from communities reflective of the city's demographics: 95% of our students are youth of color, 80% come from low-income families, and 40% are English language learners. Through the active creation of original art, we emphasize social justice, and the skill, effort, courage, and discipline needed to successfully prepare, create, and perform!



In our next 50 years, we aspire to engage thousands more youth and strengthen our role as a community hub and cultural anchor in Richmond. Despite their importance, affordable, culturally relevant, sequential musical and performing arts training opportunities for youth are scarce in Richmond. The need is clear: schools in our district face significant challenges in securing sufficient funding for the arts, and 90% of CA public schools do not meet state standards for arts education. East Bay Center fills this void through tuition-free, healing-centered performing arts programs at our main site (70+ weekly classes) and sequential arts education in 15 Richmond public schools.

The Opportunity

East Bay Center for the Performing Arts is seeking a highly organized and customer service-oriented Program Assistant. The Program Assistant (PA) position is a high visibility position that provides core support at the front desk to the East Bay Center for Performing Arts (EBCPA) students, staff, visitors and constituents. The position reports to the Program Coordinator and is a critical part of the Program Staff, providing administrative and customer support for programming activities and events. The PA assists parents, students, and faculty alongside the Registrar. The PA will exercise ongoing proactive communications and problem solving with center staff and colleagues.

Key Responsibilities:

- Provide high level customer service, attending to and relaying student, parent, and faculty concerns to appropriate staff
- Assist in successfully enrolling students in group classes in a timely manner



Developing Young Artists
Re-Imagining the World

339 11th Street
Richmond
CA 94801-3105

[eastbaycenter.org](https://www.eastbaycenter.org/)

- Support facility needs, including classroom setup, production and event setup and breakdown, and performing building closing procedures
- Produce reports and generate student data and demographics as requested
- Communicate with students and families, including managing the phone and email absence line and relaying important event announcements and schedule changes
- Assist with instrument tracking, including checking in/out instruments, tracking student instrument contracts, and communicating with families and faculty regarding instrument needs

Ideal Candidate Attributes

- Experience working in under-resourced communities in socio-economic, racial and culturally diverse settings.
- Ability to work independently and in a fast paced, collaborative environment.
- Ability to work with diverse populations, including children in a caring and respectful manner.
- Ability to hold sensitive and confidential information.
- Excellent interpersonal skills with ability to maintain a calm and patient demeanor with all students, staff and constituents.
- Excellent organizational skills and attention to detail.
- Service-oriented and able to resolve customer complaints.
- Proficient computer skills with the ability to learn new software
- Passion for and experience in the performing arts is preferred
- Spanish proficiency is preferred
- High school diploma or equivalent.
- Minimum of one year of customer service experience in an educational environment or similar arts organization.

Other Requirements:

- Must successfully pass a comprehensive Criminal Background Check.
- Must be able to provide valid I-9 documents to determine proof of eligibility to work in the United States.

Benefits and Culture

This 35-40 hrs./week on-site position is based in Richmond, California, with a schedule of 12:30-9pm, Monday through Thursday, and 8:30am-5pm on Saturdays. The Center believes each team member is vital to the organization's success. We serve and work in partnership with all and celebrate the diversity of our community, including people of all backgrounds, regardless of race ethnicity, gender identity, sexual orientation, and religious or spiritual affiliation or belief. Our staff and leadership demonstrate the ways in which our work is continually enhanced by a diversity of thought and perspectives. Our team prioritizes rest, restoration, and creativity as part of encouraging our teammates to live healthy, balanced lives. We celebrate the successes of our team and work collaboratively toward common goals in service of our shared commitment

to social justice for youth in the face of systems of oppression.

We are offering an hourly rate of \$25-\$30/hr. for administrative work, based on qualifications, with the potential for performance-based bonuses and increases. East Bay Center also offers a comprehensive benefits package that includes:

- Health, Dental, and Life Insurance
- Vision, Short- and Long-Term Disability
- Time Off Benefits - including Paid Sick Leave, Vacation, 12 Paid Holidays, Paid Family
- Leave (PFL), Bereavement Leave, Pregnancy and Pregnancy-Related Disability Leave and Accommodations, Reproductive Loss Leave
- Flexible work schedule
- Retirement, 4% Employer Contribution (after one year)

How to Apply: Please submit the following documents to Andrea Landin, Director of Programs [andrea.landin@eastbaycenter.org]

- Resume and cover letter as a Word or PDF document
- A list of three professional references
- Please include in the subject line: PROGRAM ASSISTANT

Please note that failure to submit the required documents may disqualify you from further consideration.

East Bay Center for the Performing Arts is an Equal Opportunity Employer