

Arts Council of Fayetteville/Cumberland County

Position Description



Position Title:

Receptionist (Full-Time, non-exempt, 35 Hours Per Week)

Department:

Community Engagement

Reports To:

Director of Community Engagement

Position Summary:

As the first point of contact for many guests, the full-time Receptionist at the Arts Council of Fayetteville/Cumberland County serves as a welcoming and knowledgeable representative of our organization. This role is responsible for answering and routing of incoming telephone calls, greeting visitors, coordinating front desk activities, providing essential administrative support, and assisting with facility operations. The position is designed to be sustainable within a 35-hour work week and supports the mission of the Arts Council through excellent public engagement and efficient office coordination.

Primary Responsibilities:

Public Reception & Communication (Approx. 40%)

- Greet and assist all visitors in a professional and welcoming manner.
- Answer phone calls and route calls and in-person inquiries to the appropriate staff.
- Provide accurate information about exhibitions, programs, and community partners.
- Maintain the reception area and public information displays.

Administrative & Office Support (Approx. 30%)

- Manage incoming and outgoing mail, including daily trip to the post office.
- Maintain a log of incoming mail.
- Monitor and forward emails from the general inbox.
- Support office supply management and ensure the front desk and workroom are stocked and tidy.
- Assist with room setup and hospitality for occasional meetings and events.

Facilities Coordination (Approx. 20%)

- Assist in opening and closing routines including signage, lighting, and alarms.

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- Accept and log deliveries.
- Help monitor visitor access and support safety protocols.

General Program & Staff Support (Approx. 10%)

- Provide occasional administrative assistance to staff across departments.
- Support community and arts-related events as available.

Qualifications:

Education & Experience

- High school diploma or GED required; some college preferred.
- Minimum 2–3 years of experience in a receptionist or front office role is desired, preferably in a nonprofit or arts setting.

Skills & Attributes

- Friendly, professional demeanor with strong verbal and written communication skills.
- Proficiency in Microsoft Office and general office equipment to include routing of telephone calls to the appropriate staff person.
- Ability to multitask, prioritize, and maintain confidentiality.
- Strong attention to detail and proactive problem-solving skills.
- Interest in or appreciation for the arts and cultural community.

Physical Requirements:

- Ability to lift and move packages up to 25 pounds occasionally.
- Ability to sit, stand, or walk for extended periods.
- Clear speech, hearing, and vision required for effective communication.

Compensation & Schedule:

The Receptionist job is a full-time, non-exempt position not to exceed 35 hours per week. The work schedule will generally be 9 a.m. to 5 p.m. Monday through Thursday and 9 a.m. to Noon on Friday. with adjustments based on event needs.

The hiring salary is \$19 to \$21 per hour. Benefits include accrued paid time off in addition to 13 paid holidays, health insurance with the option to add vision/dental, and a matching contribution to a SIMPLE IRA retirement account.

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The preceding job description has been designed to indicate the general nature & level of work performed by employees with this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, & qualifications required by employees of this job.

HOW TO APPLY

Qualified candidates should submit a Resume and Letter of Interest along with salary requirements to Recruiting@theartsCouncil.com with 'Receptionist' in the subject line.

The Letter of Interest should address the following Pre-Screening Questions (provide brief descriptions):

- ✓ **1. What is your experience in a front desk or receptionist role, particularly in a nonprofit or arts setting?**

- ✓ **2. How do you ensure professionalism and hospitality when interacting with the public, both in person and on the phone?**

- ✓ **3. What administrative and organizational skills do you bring to support efficient office operations?**

- ✓ **4. What is your comfort level using Microsoft Office and routing telephone calls?**

- ✓ **5. Do you have an interest in or appreciation for the arts and cultural community?**