



**Programs & Operations Associate
Crooked Tree Arts Center
Traverse City, MI**

Position Title: Programs & Operations Associate

Location: Crooked Tree Arts Center, 322 Sixth Street, Traverse City, MI

Reports To: Managing Director- Traverse City

Status: Part-time, non-exempt

Position Summary

Crooked Tree Arts Center - Traverse City is seeking a highly organized, adaptable, and customer-focused Arts Center Operations Associate to support multiple areas of our organization. This role provides day-to-day assistance to the Traverse City team while helping ensure our visitors, students, artists, and community members have an exceptional experience.

This position offers a diverse range of responsibilities and opportunities to support multiple areas of the organization. Duties may include assisting with educational programming, exhibition preparation, artwork sales, special events, visitor services, studio organization, and administrative projects. The ideal candidate will enjoy a dynamic work environment and be comfortable adapting to changing priorities and organizational needs.

About Crooked Tree Arts Center:

For more than 50 years, Crooked Tree Arts Center has inspired and enriched lives through the arts by providing opportunities to connect, learn, and grow through visual arts, music, theater, dance, and educational programming. Located in downtown Traverse City in a historic landmark building, CTAC welcomes thousands of visitors each year through exhibitions, classes, performances, and community events.

Required Availability:

Regular availability during the week, including Saturdays as scheduled, is required. The work schedule will vary based on programming, events, and operational needs. Flexibility to work occasional evenings and weekends is necessary. This hourly, part-time position averages 20-30 hours per week, with seasonal flexibility based on organizational needs.

Reports to:

The Operations Assistant reports to the Managing Director and works collaboratively with the Gallery & Volunteer Manager, Education & Outreach Coordinator, and other staff members.

Essential Duties and Responsibilities:

Program & Education Support

- Assist with classroom preparation, supply organization, and studio maintenance.
- Help prepare materials for classes, workshops, camps, and educational programs.
- Support instructors and staff with program setup and cleanup.
- Assist with participant communications and administrative tasks.

Exhibition & Gallery Support

- Assist with exhibition preparation and installation.

- Create and install labels, signage, and gallery materials.
- Help maintain the appearance of galleries and public spaces.
- Assist with artwork sales, inventory, shipping, and artist support.

Events & Operations

- Assist with the setup, execution, and breakdown of special events, receptions, and fundraising activities.
- Help coordinate event logistics, supplies, and guest experience.
- Support facility readiness before and after events.
- Assist with seasonal projects and organizational initiatives.

Visitor Services & Front Desk

- Welcome visitors, artists, students, volunteers, and patrons to the Arts Center.
- Provide excellent customer service in person, by phone, and via email.
- Process class registrations, memberships, donations, gallery sales, and event transactions.
- Answer questions about exhibitions, classes, events, memberships, and the Arts Center.
- Provide front desk coverage as needed, including opening and closing procedures.

Administrative Support

- Complete data entry and record keeping.
- Prepare mailings, thank-you letters, and other correspondence.
- Assist with filing, copying, scanning, and document preparation.
- Support special projects assigned by leadership.
- Perform other duties as assigned to support the successful operation of the Arts Center.

Knowledge, Skills, and Abilities:

- Excellent customer service and interpersonal skills.
- Strong organizational skills and attention to detail.
- Ability to prioritize multiple tasks and adapt to changing needs.
- Comfortable working independently and as part of a collaborative team.
- Proficiency with Microsoft Office, Google Workspace, and general computer applications.
- Ability to learn new software, including CRM and point-of-sale systems.
- Professional communication skills, both written and verbal.
- Interest in the arts and nonprofit organizations is preferred.

Minimum Qualifications:

Applicants with a variety of backgrounds are encouraged to apply. Experience in customer service, administrative support, events, education, retail, hospitality, or nonprofit organizations is preferred. An interest in the arts and a willingness to learn are essential.

Conditions:

- Ability to lift up to 50 pounds.
- Ability to stand, walk, bend, and move throughout the building for extended periods.
- Valid driver's license preferred.

Compensation: Hourly position, \$16-18/hour, depending on qualifications and experience

Application Instructions:

Email your resume, cover letter and three professional references as PDF attachments to Grace Darden at grace@crookedtree.org. Please include your name and position in the subject line.