



**Position Title:** Outreach Coordinator

**Reports to:** Marketing & Communications Associate, Development Associate

---

The San Jose Institute of Contemporary Art is an energetic art space committed to promoting creativity among our artists and our audience. We present exhibitions that include the most current, relevant and thought-provoking contemporary art, focusing primarily on emerging and mid-career artists from throughout the greater Bay Area. We compliment our exhibitions with artist receptions, printmaking workshops, South First Friday gallery walks, nighttime projections in the front windows, panel discussions, brown bag lunches and impromptu conversations in the galleries.

The ICA is currently seeking an Outreach Coordinator to join our small, fun-loving, and dedicated staff. The Outreach Coordinator is the first point of contact for ICA visitors. As such, s/he is responsible for welcoming and assisting guests, providing information to the public about the ICA's many exhibitions and programs, and initiating and building relationships on behalf of the organization.

**Responsibilities:**

**I. Manage the ICA's Front Desk:**

- Proactively welcome all visitors to the gallery with the goal of ensuring a positive and engaging experience. Answer questions about the ICA's exhibitions and programs, encourage visitors to sign the guest book, and actively promote ICA offerings as available: Print Center workshops, membership, event and program sponsorships, portfolio review sessions, etc.
- Record attendance, answer phones, sort and distribute mail and general e-mail.
- Maintain vendor accounts (copy machine, phone, parking permits, AT&T, etc.). Order office and postal supplies as needed.

**II. Marketing and Public Relations:**

- Work with the Marketing and Communications Associate to implement marketing strategies set forth in the ICA's strategic plan.
- Manage the ICA website and all online content (including online pr listings, Facebook, Flickr, Vimeo, etc.) to ensure that information is posted in a timely fashion, up to date, accurate and cohesive.
- Maintain an archive press coverage and media lists.

**III. Membership and Donor Relations:**

- Manage the ICA's membership program, with the goals of building relationships, deepening member engagement, and meeting annual membership income and enrollment goals.
- Coordinate membership solicitations, recording and acknowledging gifts as received. With the Development Associate and Executive Director, assist in planning and implementing membership events, including C3/C4 gallery tours, day trips, and receptions.
- Assist with the conversion to the ICA's new donor database. Maintain accuracy of all information entered into database and Constant Contact.
- Assist with fundraising activities, including the Monotype Marathon, Fall Auction, Annual Fund drive, and Capital Campaign, as needed



**Position Title:** Outreach Coordinator

**Reports to:** Marketing & Communications Associate, Development Associate

---

**IV. Facility Rental:**

- Manage the ICA's facility rental program, with the goals of increasing revenue and introducing new visitors to the ICA. Serve as the primary contact for prospective clients, fielding rental inquiries, reviewing available dates, distributing procedures and contracts, and coordinating with ICA staff as needed.

**V. Interns, Gallery Sitters, and Volunteers:**

- Manage the ICA's intern program. Coordinate search and interview process, consult with staff members to develop appropriate projects, and oversee interns work as completed.
- Serve as the primary contact for Saturday gallery sitters, keeping informed about exhibitions, upcoming events, and general procedures.
- Assist the Installation and Facilities Manager in enlisting volunteers to help with First Fridays and other events, as needed.

**Required knowledge, experience, and skills:**

- Excellent interpersonal skills and the ability to establish and maintain effective working relationships with ICA staff, volunteers, visitors, community groups, and other key contacts.
- Demonstrated initiative and willingness to be self-directed and take on new projects/challenges as they arise.
- Strong written and verbal communication skills, excellent administrative skills, and the ability to multi-task.
- A four-year university degree and two or more years of customer service or community relations experience required. Familiarity with the ICA's programs and the San Jose arts community a plus.
- Sense of humor a must!

**Hours:** This is a three-quarter time, salaried position, working Tuesday through Friday from 9:00 am to 5:00 pm (30 hours per week). Evening and weekend hours are required for special events.

**Compensation:** Salary commensurate with experience. The ICA's benefits package includes medical, dental and vision insurance.

**To apply:** Please submit a cover letter and resume no later than April 21, 2009. Application materials can be sent by e-mail to [lis@sjica.org](mailto:lis@sjica.org) (please specify "Outreach Coordinator" in the subject line), or by mail to:

San Jose Institute of Contemporary Art  
Attn: Outreach Coordinator Search  
560 S. First Street  
San Jose, CA 95113-2806

**Desired Start Date:** June 1, 2009