

Job Title: Office & Experience Coordinator

Time Status & Schedule: Full-Time (40 hours/week)

Compensation: \$50,000 - \$60,000

Reports to: Development Manager

Works closely with: All staff, IT service providers, vendors, and building management

Location: Up to 1 remote day per week

Job Overview

The Office & Experience Coordinator is the heart of the Boston Public Art Triennial's daily operations, serving as the face of the organization. They create a professional, organized, and welcoming office environment—keeping daily operations running smoothly while ensuring that every person who walks through the door, joins a meeting, or attends an event feels genuinely welcomed and cared for. Blending strong administrative skills with a natural instinct for hospitality, this role supports staff across the organization, coordinates seamless office operations and events, and helps create exceptional experiences for artists, donors, board members, partners, and visitors. The Office & Experience Coordinator reports to the Development Manager.

Job Mission

The Office & Experience Coordinator creates the conditions for exceptional work and exceptional experiences. Through thoughtful administration, seamless operations, and genuine hospitality, ensure the office runs smoothly, and every interaction reflects The Triennial's values.

Key Behaviors

The Office & Experience Coordinator is:

- Strong on follow-through and care for detail across recurring tasks
- Comfortable managing multiple responsibilities while maintaining a steady, organized approach
- A natural host — Clear and friendly in their communications with internal teams, external stakeholders, and visitors
- Able to work within established processes while adapting to day-to-day operational needs
- Resourceful with a hands-on approach to solving problems
- Committed to building greater equity and inclusivity in the arts

Primary Responsibilities

Administrative & Development Support

- Answer incoming calls and monitor main organizational inboxes (info@, billing@, jobs@), website inquiries and voicemail; triage and respond to inquiries as appropriate

- Process and track invoices and expense reimbursements; follow up on outstanding payments
- Manage conference room scheduling
- Draft and send acknowledgment and thank you letters within 3 days of gift receipt
- Manage donor and prospect Salesforce data entry and maintenance in Salesforce
- Assist with reporting by gathering data and compiling materials as needed
- Maintain organizational filing standards across platforms (Google Drive, Wrike, etc.)

Meeting & Event Setup

- Prepare and set up spaces for internal meetings, board meetings, Accelerator cohort workshops, and development events — including room layout, AV/tech, catering, and materials
- Break down and reset spaces after meetings and events
- Manage event inventory and supply needs
- Coordinate logistics for off-site meetings and events, including location, catering, supplies, attendee registration, vendor payments, and guest experience details
- Support hospitality as needed, including flights, accommodation, transportation, and reservations.
- Greet and host guests, donors, board members, and visitors with warmth and professionalism

Office & Facilities Operations

- Maintain office, kitchen, restroom, and shared spaces — clean, organized, and welcoming
- Manage incoming and outgoing mail, packages, and deliveries
- Manage office supplies and technology inventory
- Liaise with building management on facilities and lease-related needs
- Follow maintenance requests through completion
- Support new staff and intern workspace setup
- Coordinate office cleaning services and related vendors

IT & Technology

- Serve as the first point of contact for IT troubleshooting; escalate to external IT providers as needed
- Ensure office and meeting technology (printers, computers, Zoom, conference room AV, network) is functioning

Metrics

The Office & Experience Coordinator succeeds when:

- The office is consistently clean, organized, and welcoming
- Meetings and events are set up accurately and on time, with no last-minute scrambles

- Guests, artists, donors, and board members consistently feel well cared for
- Donor correspondence is sent, and Salesforce data entry is completed accurately and on time
- Invoices and expenses are processed accurately and on time

Qualifications

- Prior experience in office coordination, administrative support, hospitality, operations, or a related role
- A genuine instinct for hospitality and proficiency in supporting on-site meetings, events, and daily office needs
- Familiarity with common workplace tools such as email, shared drives, spreadsheets, and scheduling platforms. Familiarity with Wrike, Salesforce, or similar tools a plus
- Comfortable with basic IT troubleshooting and coordinating with external providers
- Experience managing vendors, invoices, or event logistics a plus
- Interest in the arts, culture, or nonprofit sector strongly preferred