

## **JOB DESCRIPTION**

### **Temporary Customer Service Assistant**

**Position Category:** Part-Time, Seasonal

**Employee Type:** Hourly

**Reports to:** Associate Director of Operations

**Work Schedule:** Mon-Thu, 12 pm – 4 pm; additional event driven evening hours required. This is a hybrid position.

**Start and End Date:** September 29, 2025 to November 26, 2025 with a possibility to extend.

**Rate:** \$30.00/hour

#### **Organization:**

Literary Arts is a community-based nonprofit arts organization located in Portland, Oregon. Our mission is to engage readers, support writers, and inspire the next generation with great literature.

Our programs create opportunities for readers and writers of all ages and walks of life to engage with stories. We provide programs in concert halls, classrooms, our community space, and on the radio. Literary Arts is committed to remaining a dynamic and responsive organization that will continue to evolve with our community's needs and deepen our equity work across all our programs

#### **The Position:**

Literary Arts is looking for a seasonal customer service assistant to support the 25-26 event season. This position primarily works on the customer service phone line and email communications with event support duties on public event dates (find schedule below). This position reports to the Associate Director of Operations, with co-leadership from the Director of Marketing and Communications. The Seasonal Customer Service Assistant will also work closely with the Operations Coordinator and the Senior Data Manager.

General Schedule: Monday to Thursday, 12:00-4:00 p.m.

Event Schedule (availability on these dates is preferred): 4:00-9:00 p.m.

- Thursday, October 16, 2025
- Thursday, October 23, 2025
- Tuesday, October 28, 2025
- Wednesday, November 5, 2025
- Saturday, November 8, 2025 (All day)
- Wednesday, November 12, 2025

## **Essential Functions and Responsibilities:**

### ***Customer Service***

- Answer customer service calls, emails, and inquiries about tickets and attendance to Literary Arts.
- Direct internal and external ticketing requests to appropriate departments:
  - Establish communication with Portland's box office with elevated ticketing requests and Multnomah County Library for Discovery Pass questions.
  - Support Portland Arts & Lectures (PA&L) subscriber and Portland Book Festival attendee communications conducted by the Communications team.
  - Support ticket distribution in collaboration with the Senior Data Manager.
  - Support staff and student ticketing requests management with the Operations Coordinator.
  - Support the community ticketing program led by the Communications team.
- Direct other general requests to the appropriate departments.

### ***Events***

- Prepare and staff ticketing assistance station at some ticketed events. Two training sessions will be on the evenings of Thursday, October 16 and Tuesday, October 28.
- Staff Portland Book Festival Advanced Box Office and entry points on-site festival day to ensure a welcoming experience for all attendees.
- Collaborate with programs, the bookstore, and Marketing on patron book distribution at events.
- Work on a collaborative basis / across programs to ensure Literary Arts events are welcoming and inclusive for all our communities.

### ***Other/General***

- Work with Director of Marketing and Communications on updating automatic responses on the customer service email and phone line.

### **Skills and Competencies:**

We will consider any combination of relevant work experience, volunteering, education, and transferable skills as qualifying, unless an item is labeled as required. Please be clear and specific about how your background is relevant.

- Compassionate and effective customer service and conflict resolution skills.
- Excellent communication skills, both written and verbal.
- Confidence with learning new technology.
- Comfortability with answering and redirecting phone calls through a desktop app.
- Experience in ticketing is preferred, as is customer relations experience.
- Experience using Salesforce, Paciolan, Stripe or other CRM and payment processing software preferred.
- Commitment to literature and its place in our society.
- Comfortable in an environment that acknowledges, encourages, and celebrates differences.
- Ability to interact positively with people of diverse backgrounds.
- Demonstrated ability to appropriately manage highly confidential information.
- Superb attention to detail.
- Creative problem-solving aptitude.
- Commitment to the mission of Literary Arts.

### **Job Conditions**

**Office Layout** is an open concept with flexible meeting rooms and hoteling workstations. This position will have the flexibility to work remotely for some regular hours as well as hours at offsite venues for events.

**Equipment Used:** Laptop, copier/printer, postage machine, and other standard office equipment. Literary Arts provides an adjustable office chair; a standing desk can be requested.

**Physical Demands:** Long periods of sitting are required at the computer or in meetings. Some concentrated periods of computer keyboarding may be required throughout the work week. However, this position does accommodate breaks from sitting as needed. Lifting and moving of boxes is required; boxes in excess of 25 pounds should be lifted with assistance.

### **Application Information**



To apply, please submit your resume and cover letter to [operations@literary-arts.org](mailto:operations@literary-arts.org). **We will begin formally reviewing applications on September 19, 2025.**

After you submit your application materials, you will be invited to participate in a voluntary survey. Literary Arts is committed to DEI initiatives, and data collected from these surveys allows us to measure and show the progress we are making in a concrete way.

Literary Arts is committed to creating a diverse, inclusive, and equitable environment for our employees and volunteers. We welcome applicants from diverse backgrounds and experiences. We are an Equal Opportunity Employer.

For more information about Literary Arts, visit [www.literary-arts.org](http://www.literary-arts.org).