Reports to: Program and Exhibits Manager	Manager or Individual contributor: Contributor
FLSA Status: Non-exempt	Benefits eligible: Yes
Salary grade: $18-$20	Remote/hybrid eligible: No
Full/Part Time: Part (20 hours per week)	Volunteer interaction: Regular

Job Overview

We are seeking a highly creative and organized Program Assistant to join our team. This position's regular schedule will be Sunday-Thursday 1-5pm with flexibility depending on program hours. The Program Assistant is responsible for overseeing all on-site logistics, managing program flow, and serving as the primary point of contact on the program day.

Program Assistant Responsibilities & Duties

- Oversee on-site setup and teardown of programs according to the pre-approved plans and layouts.
- Serve as the primary on-site contact for staff, vendors, and volunteers.
- Ensure all program logistics (equipment, signage, supplies, catering, registration etc.) are in place and functioning as intended.
- Perform basic AV and tech needs for programs, and serve as staff contact for AV contractor.
- Troubleshoot issues as they arise and make quick effective decisions to maintain program quality and safety.
- Coordinate and direct volunteers during setup, the program and teardown.
- Maintain a professional, guest-focused presence throughout the program.
- Complete a brief post-program report summarizing success, challenges and observations.
- Opening and closing the office when assigned, ensuring all security procedures are followed, including setting and disarming alarms and securing the facility at the end of the day.
- With the Program and Exhibit Manager participate in program development and ideation.
- Assisted with general administrative functions and special projects as assigned.
- Perform other duties as assigned.

Qualifications & Skills

- Must be 18 or older with High school degree or GED.
- Previous experience in event coordination, program management, hospitality or related field desired.
- Interest in or knowledge of Nordic culture is desired.
- Strong organizational and problem-solving skills.
- Comfortable with physical aspects of program work up to 50lbs (moving supplies, setting up tables etc.).
- Ability to work a flexible, event-driven schedule with frequent changes, including evenings and weekends. Monday 6pm-10pm required.