



PROGRAM SUPPORT ASSISTANT

Maymont is a 100-acre historic estate and park, located in Richmond, Virginia, with many unique experiences for all to enjoy, including the historic Maymont Mansion, The Robins Nature Center, arboretum, formal gardens, and habitats for native Virginia wildlife and farm animals. With seasonal events, programs and rental spaces, over 800,000 guests enjoy Maymont yearly. Since 1975, Maymont has been maintained and operated by the nonprofit Maymont Foundation, committed to creating experiences that delight, educate and inspire its guests.

The Maymont Foundation seeks an experienced program administrator to support Maymont's various environmental, historical and community engagement programs and activities. While reporting to the Director of Programming and Community Engagement, the Program Support Assistant will serve in a customer support capacity engaging with and providing guidance and assistance to internal and external stakeholders.

Essential Functions include:

- Be the first point of contact for inquiries from guests regarding program and activity information
- Manage program and activity registrations within digital systems
- Assist Program Managers with the coordination of program schedules
- Assist with programs and activities as needed
- Prepare attendance and evaluations for weekly, quarterly, and annual reporting
- Support organization-wide events and programs with an ability to work occasional evenings and weekends
- Research competitor offerings to help Maymont reach public and educational programming goals
- Broaden engagement with underrepresented communities through programming initiatives
- Assist other departments and areas as needed

Core Competencies:

- Be a high-energy, positive individual who is self-driven and a team player
- Must be able to multitask in order to meet deadlines
- Ability to interact with a culturally and ethnically diverse population appropriately and professionally
- Meticulous attention to detail, exceptionally well-organized and ability to prioritize tasks
- Strong computer skills
- Ability to lift 50 lbs., stand/walk for extended periods of time, climb stairs and work inside and outdoors in all weather conditions

Education and Experience:

- Minimum of 3 years in customer service including conflict resolution experience
- Strong interpersonal skills and an ability to communicate clearly and professionally

(continued)



Competitive compensation and benefits package include paid-time-off and health, dental, vision, disability and life insurance. Applicants must have the ability to pass background screenings upon employment. To be considered for this position, please send a cover letter and resume to: employment@maymont.org. Please include the position title in the subject line.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

EOE Maymont Foundation is committed to creating a diverse environment and is proud to be an equal opportunity employer.