



Fargo, ND

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Playhouse Assistant Job Description – Fargo, ND

Founded in 2003, GiGi’s Playhouse mission is to change the way the world views Down syndrome through national campaigns, educational programs and by empowering individuals with Down syndrome, their families, and the community. All programs are free and are therapeutic in nature. Each one of our programs is designed to work specific skill development, including speech and language, literacy, socialization, and fine and gross motor skills. GiGi’s Playhouse currently has 61+ locations across North America and is growing by several locations annually.

Location: Fargo, ND

Category: Staff

Employment Status: Part-time 25 hours/week, some evenings and every other Saturday morning

Wage: DOE

Benefits: No

Screening Date: Immediately

Position Close Date: Open until filled

Job Description

The Playhouse Assistant will support the day-to-day operations of GiGi’s Playhouse, assisting in the delivery of programs, events, and activities. This role will provide general administrative and office support, coordinate volunteer activities and help ensure the playhouse runs smoothly and efficiently. The Playhouse Assistant will work closely with the Site Manager and Program Coordinator to help create a positive and inclusive environment for participants, families and visitors.

Reports To: Site Manager of GiGi’s Playhouse Fargo, in absence of the Site Manager, will report to the Executive Director.

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform these essential functions.

1. Education and/or Experience: Bachelor’s degree preferred; or related experience and/or training; or equivalent combination of education and experience in social services, non-profit, education and/or a related field.
2. Preferred experience and knowledge or a passion for working with special needs populations.
3. Experience supporting team operations and contributing to smooth project execution.
4. Strong writing, editorial and communication skills.
5. Strong computer and technology skills. (Microsoft Office, Adobe Suite, Facebook, Instagram, etc.)
6. Strong time management and organizational skills.
7. Ability to solve problems, be creative, open-minded, resourceful, and flexible.
8. Successfully complete the required background checks.
9. First Aid training and CPR Certificate (may be obtained within 90 days of hire).

Position Responsibilities

Administrative/Office Management

- Enter and manage data in Playhouse database systems, including Salesforce, OneCause, WordPress, and Marketing Cloud, ensuring accuracy and integrity of information.
- Serve as the subject matter expert for Playhouse database platforms, providing technical support and training to staff or volunteers on these systems.
- Respond promptly and professionally to all phone, email, and web inquiries and maintain the Playhouse calendar.
- Track, enter and approve participation and volunteer hours in Salesforce.
- Schedule appointments with visitors to the Playhouse and assist with meeting coordination.
- Oversee office organization, including ordering supplies, maintaining the appearance of the Playhouse, and ensuring a clean, safe, and welcoming environment.
- Manage and maintain equipment like computers, copiers, and security systems, scheduling repairs as needed.
- Compile monthly financial audits, process bills, maintain receipt documentation, and complete expense forms in a timely and organized manner.
- Support Leadership Team and Program Coordinator with administrative tasks to ensure compliance with national guidelines and policies.

Marketing and Communications

- Draft and edit monthly newsletters, create blog posts, social media content, and other digital communications using platforms such as Marketing Cloud and WordPress.
- Process donor acknowledgments in a timely manner, ensuring meaningful and personalized communication.
- Design and produce marketing materials for Playhouse events, including flyers, brochures and social media graphics.
- Coordinate and send new parent celebration packets, marketing materials, thank you notes and other communications.

Stewardship

- Provide backup support for Site Manager and Program Coordinator as needed.
- Maintain and update the Playhouse wish list to reflect current needs for programs and events.
- Assist in preparing materials and supplies for programs, including educational resources and activity equipment.
- Support the planning and execution of Playhouse events, including fundraising efforts, community outreach and special celebrations.

Relationship Management

- Attend weekly Playhouse Team meetings and actively contribute to discussions and planning.
- Greet and connect with all visitors to the Playhouse fostering positive relationships with families, volunteers, and donors.
- Collaborate with national office staff, board members, committee members and volunteers to enhance Playhouse operations and programs.

Team Approach

- At GiGi's Playhouse, we believe in a collaborative, team-based approach to achieving our mission. We value the contributions of every team member and work together to share responsibilities and support each other in delivering impactful programs and events. By embracing inclusive language and collaboration, we foster a culture of shared success, both within the Playhouse and in the community.

Skills & Abilities

- Teamwork: Balances team and individual responsibilities; exhibits objectivity and openness to others' views; gives and welcomes feedback; contributes to building a positive team spirit; supports success of team above own interests; able to build morale and group commitments to goals and objectives.
- Written and oral communication: Ability to express ideas and thoughts verbally and written; exhibits²

- good listening and comprehension; uses clear communication methods to keep others informed.
- Problem Solving: Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; ability to be creative, open minded and flexible; works well in group problem solving situations; uses reason even when dealing with emotional topics.
- Professionalism: Approaches others in a tactful manner; reacts well under pressure; treats others with respect and consideration regardless of their status or position; accepts responsibility for own actions; follows through on commitments.
- Quality Management: Implements strategies to improve and promote quality; demonstrates accuracy and thoroughness of all job duties as assigned.
- Planning/Organizing: Prioritizes work activities; uses time efficiently; plans for additional resources; develop goals, objectives, and action plans.
- Computer Skills: Proficient with Microsoft Office (Word, Excel, PowerPoint, and Outlook), social media platforms (Instagram, LinkedIn, and Facebook), database programs (Salesforce) to manage interactions and transactions with all individuals who interface with this location, including donations, volunteer hours, program participation, etc.
- Self-assessment to continuously build knowledge and skills related to technical tools.

GiGi's Playhouse Core Values

- Enthusiasm: Bringing positive, high energy to our work
- Best of All: Always looking to improve in all that we do. Challenge yourself every day.
- Get It Done: Making things happen and blasting through barriers when needed; figure it out.
- Believe: Believe in ourselves, believe in our mission, believe we can achieve all that we set out to achieve
- Locally Concerned, Enterprise Minded: Bringing our Best of All to our local playhouse while being mindful of how our work affects GiGi's broader network.

The duties listed in this job description may not be inclusive of all requirements of this position. Other duties may be assigned by your supervisor.