

Organization Description

The Indianapolis Cultural Trail: A Legacy of Gene and Marilyn Glick is an internationally recognized linear park that seamlessly connects cultural districts, neighborhoods and destinations while also serving as a downtown hub for the city's greenway network. The Indianapolis Cultural Trail includes 5 acres of lush gardens, a vibrant art and culture program and is open and accessible 365 days a year. The Trail has become the way by which most people experience downtown Indianapolis and is managed and operated by Indianapolis Cultural Trail Inc (ICT), a 501(c)3 non-profit organization whose mission is to inspire, create and sustain connections and cultural experiences that are accessible to all. Examples of how ICT fulfills its mission include operating Pacers Bikeshare, a current two mile expansion of the Cultural Trail and hosting arts and culture activities that are free for everyone to enjoy. The Indianapolis Cultural Trail is recognized around the world as an example of how investments in linear parks and connectivity can positively impact community, cultural and economic development.

ICT is a team of motivated and enthusiastic individuals that takes great pride in what we do with and for the community. We have a flexible work environment and encourage big ideas and creative thinking. We work with volunteers and community partners to help carry out our mission and are grateful for generous contributions from donors to ensure the Trail is beautiful and accessible for everyone.

Job Description

Indianapolis Cultural Trail Inc. is seeking an **administrative coordinator** who is enthusiastic, detail-oriented and customer service focused. The administrative coordinator is an integral part of the team and is responsible for coordinating inquiries and requests related to the Indianapolis Cultural Trail and locations and programs managed by the Cultural Trail including Pacers Bikeshare, Lugar Plaza, Georgia St. and the Downtown Canal. The administrative coordinator manages scheduling for the organization and provides administrative support to the executive director.

The administrative coordinator is a salaried, full time, exempt position that reports to the executive director.

Core Responsibilities

Administrative Coordination (approximately 50% of time)

- Monitor and promptly respond to email and other inquiries for requests to use destinations and gathering places along the Indianapolis Cultural Trail: A Legacy of Gene and Marilyn Glick, including Georgia St., Lugar Plaza and the Downtown Canal.
- Receive and process in a timely manner applications, invoices and agreements
- Manage activity and location calendars and track appropriate data.
- Coordinate with Cultural Trail partner organizations and manage site visits as needed
- Maintain and update special use agreements and forms including Frequently Asked Questions.
- Think critically about process improvement and provide a first class experience for people and organizations submitting inquiries and requests.
- General administrative coordination needed for an enhanced user experience including online, in-person and email interaction.

Executive Assistant (approximately 20% of time)

- Provide calendar, email, and general administrative support for the executive director.
- Support and coordinate internal business processes.

Office Coordinator (approximately 20% of time)

- Ensure a welcoming office environment including welcoming visitors and answering the main Indianapolis Cultural Trail phone line.
- Support an efficient office environment, ordering office supplies, coordinating with suppliers and vendors and maintaining an organized office space and electronic files as appropriate.

Other responsibilities (10%)

- Track, prepare, and ship online orders from our merchandise shop.
- Process Pacers Bikeshare annual passes

- All ICT employees serve as ambassadors for the organization and interact in a positive way with Trail users and the general public in downtown Indianapolis. As ICT is a growing organization, team members typically take on other duties as assigned when needed.

Work Environment

After an initial training period, it is anticipated that the Administrative Coordinator will work independently on daily and long term projects. Work needs to be completed in a professional and friendly manner as the Administrative Coordinator is the face of the organization to people requesting information about using the Trail and the public places it connects.

The ICT office is located on the Cultural Trail so you get to enjoy the Trail as part of your job! Our work environment is full of activity with bike maintenance and strategic planning happening side by side, and plants just outside the front door. The typical work week is Monday through Friday during normal business hours.

Requirements

- Experience working in a fast-paced work environment
- Experience using Google Suite
- Knowledge (or experience with) Salesforce, MailChimp and Formstack, or ability to learn
- Take Initiative and have a positive attitude
- Comfortable working amongst, and interacting with, the general public
- Organized professional with a commitment to providing great customer experience

Abilities

- Strong interpersonal skills; ability to build rapport with the general public, organizers, and partner organizations
- Demonstrated project management, organization, and prioritization skills
- Strong communication skills, both oral and written
- Flexible, collaborative, and adaptable in a fast-paced and public facing work environment
- Perform work independently

Compensation

\$37,000 - \$40,000, annually

Benefits

ICT offers a variety of benefits including health, dental and vision insurance, retirement plan and employer match, flexible work environment, company paid holidays, paid parental leave and generous paid time off. A full benefits package will be included upon request or during the interview process.

To Apply

Qualified applicants should send resume and letter of interest to:

Administrative Coordinator

Indianapolis Cultural Trail, Inc
132 W. Walnut Street, Indianapolis IN 46204
jobs@indyculturaltrail.org

If submitting via email, please list "Administrative Coordinator" in the subject line. **Applications will be accepted through February 20, 2023** or until the position is filled.

ICT participates in E-Verify. Offers of employment are contingent upon a background check including the sexual offender registry as ICT employees regularly engage with the public.

Diversity Commitment

Indianapolis Cultural Trail Inc is committed to diversity among our staff and is an equal opportunity employer. It is our policy to recruit, hire, train, promote and administer any and all personnel without regard to sex, race, age, color, creed, national origin, religion, economic status, sexual orientation, gender identity or expression, physical disability, or any other legally protected basis.