

Job Title: Adult Education Manager

Organization: The Loft Literary Center, Minneapolis (www.loft.org)

The Loft Literary Center is one of the nation's leading nonprofit literary centers, offering more than 300 creative writing classes a year for youth and adults in Open Book, community settings, and online. The Loft also supports writers and readers through grants, mentorships, writing studios, regular readings and a spoken word series, and on its website through a wealth of resources about craft and the writing life.

The award-winning Loft is renowned for the quality of its programming and its service to the community. Loft staff members enjoy a flexible and enjoyable workplace, health and other benefits, and the company of dedicated and creative colleagues.

Position Purpose: The Adult Education Manager supports the work of the Loft by developing and implementing a robust array of creative writing learning opportunities to help writers at all levels improve their writing, broaden their network of creative support, and determine their next steps, while ensuring the sustainability of programming by achieving ambitious revenue goals.

Primary Responsibilities:

1) Develop and manage year-round tuition-based opportunities that appeal to and support the artistic development of adult learners of all levels.

- Recruit teaching artists to develop content that is relevant to writers with diverse aspirations, interests, and backgrounds;
- Evaluate class and conference proposals, curate and schedule the offerings, and prepare catalog information on a timely basis to support student recruitment/marketing efforts and related enrollment and income goals;
- Conceive, evaluate, and develop new initiatives and revisions to current programming in support of both mission and sustainability goals;
- Actively participate in the budgeting and forecasting process for adult education programs.

2) Ensure quality and success of adult education offerings.

- Facilitate the professional development of teaching artists to ensure they have the skills to effectively meet the range of student needs;
- Actively review evaluations and use them to guide program and quality improvements;
- Monitor enrollment patterns and progress toward financial and participation goals, and then assess and analyze outcomes to inform, adjust, and forecast future offerings.

3) Provide exceptional customer service to students, potential students, and other Loft constituents to help them identify next steps and feel supported as writers.

- Counsel and register students and potential students on the phone, in person, and via email;
- Knowledgeably promote Loft programs, services, and opportunities directly and through teaching artists;
- Address student or classroom conflicts directly or with the support of other staff or professionals.

4) Collaborate on and support cross-departmental initiatives to increase repeat participation, engage new audiences, and deepen constituent engagement.

- Develop teaching artists as ambassadors of the Loft and advocates for engagement in all aspects of the Loft;
- Mindfully create and foster a sense of community among Loft patrons and teaching artists;
- Participate in and/or create cross-departmental collaborations that support one or more legs of the Loft's mission.

The Loft is a nimble and responsive organization and we expect the same from all staff. The primary accountabilities listed above are likely to remain the same, but the methodologies listed in bullets are not comprehensive and are expected to evolve with the organization. In addition, all staff members are expected to participate when cross-organization or departmental assistance is needed.

Job Qualifications

- Bachelor's degree;
- At least two year's program management experience in the arts, education, or nonprofit sector;
- An exhibited love of creative writing and reading;
- Superb communication skills, both written and in-person—personable and diplomatic in working with diverse constituencies and inspiring participation from partners, staff, and community members;
- A record of entrepreneurial, creative initiative, and superb on follow-through;
- Skills to measure and analyze results and a commitment to continuous improvement;
- A record of exceptional attention to detail;
- Self-driven; ability to work independently but also well in teams;
- A positive, forward-looking, and curious approach; and ability to learn quickly;
- Able to multitask and lead others to extend your work;
- Fearlessness with technology and experience with Microsoft Office Suite;
- A sense of humor.

The ideal candidate will also have:

- Experience in curriculum design or teaching experience in enrichment programs and/or academic institutions;

- An MFA, an established creative writing practice, or extensive knowledge of the local and national literary scene a plus;
- Nonprofit administrative experience and knowledge of nonprofit management;
- Experience with a sales or development database (such as Salesforce);
- Experience in program evaluation.

Physical Demands:

- Required to sit for long periods of time
- Extensive computer use and use of a keyboard and mouse
- Occasionally required to lift and/or move up to 25 pounds

Hours: The position is full time, exempt. The Loft's standard full-time week is a minimum of 40 hours over four days, generally 8:30 to 5:30, but with flexibility as evening and weekend work will sometimes be expected. The Loft administrative office is closed on Mondays, but the Education Office is open whenever classes are in session including Mondays.

Compensation: \$40,250 (non-negotiable) annually plus a full package of benefits.

To Apply: Please prepare MS Word or PDF documents that include a resumé, a cover letter, and three confidential references with contact information (we do not require letters of reference, just contact information). You may submit as separate files or as one collected file. Submit at <http://bit.ly/1dsYpso> by 11:59 p.m. on **Friday, October 4**. Due to the expected number of applicants, we request that you do not call to check on your status. You will receive a confirmation by email to let you know that your application was successfully submitted. If you would like to make a change to your application, you can withdraw it at any point until the deadline using your Submittable account and resubmit.

The Loft is an equal opportunity employer.