



Position: Education Programs Associate
Location: Hybrid: Remote/On-site
FLSA Status: Full-Time/NonExempt
Salary Range: \$47K - \$51K
Reports to: Assistant Director of Education/School Engagement

The Organization

New 42 was founded to breathe new life to 42nd Street and its historic theaters, transforming the block into a vibrant and youthful theater district. Today and every day, we continue to spark awe and wonder, opening new worlds to young audiences through New Victory Theater, incubating new works at New 42 Studios, and paving new pathways to creative careers through our artist and mentorship programs. Under the leadership of President & CEO Russell Granet and Board Chairman Henry Tisch, New 42's mission is to make extraordinary performing arts a vital part of everyone's life from the earliest years onward. Driven for 35 years by the belief that the performing arts have the power to connect and change us all, we continue to expand what's possible for artists, audiences, and the future of the performing arts. New 42 is the recipient of a 2025 Tony Honor for Excellence in the Theatre.

We believe that representation matters both on the stage and behind the scenes, and seek employees who feel the same. We also know that creative people often come with non-traditional resumes and experience; if you believe you'd be a great fit here, please don't count yourself out—we want to hear from you! Read more below on how to apply.

The Position

New 42 seeks a full-time **Education Programs Associate** to coordinate the Education Partnership Program, interfacing with NYC schools to book tickets for field trips and access other New Victory programs and resources; collaborating to create a welcoming and organized show experience at New Victory school shows;

tracking department budget and ticket income. This position is on a hybrid schedule in our midtown Manhattan office.

Primary Duties and Responsibilities

- Provide strong ongoing customer service to current and prospective partner teachers throughout the year; coordinating partnership enrollment, ticket reservations, trip details, payment information, etc. through Tessitura software and other systems. Process all partnership related income: enrollment fee, Education tickets; refunds, batch postings, invoices, purchase orders, close outs, etc.
- Build/update a database with deeper details and demographics about school partners for reporting and fundraising purposes
- Support all pre-show preparations for Education performances: internal communications, seating charts, reporting etc.
- Support day-time Education performances liaising with school groups, coordinating arrival and dismissal procedures, supporting Front of House staff and ushers, preparing reports and materials
- Coordinate with schools and the NYC DOE to effectively pay Education tickets balances, Partnership fees, outstanding balances, etc.
- Coordinate, track and reconcile the Education Department fiscal budget including: departmental income and expense, purchase orders, expense reports; close out each fiscal quarter and year
- Work as part of a collaborative member of the School Engagement/Education team providing support all Education programs as needed

Essential Knowledge and Qualifications: e.g.

- English language fluency
- Excellent written and verbal communication skills
- Strong organization skills and attention to detail
- Experience in Customer Service
- Tessitura experience desired or related ticketing software or systems.
- Comfort with technology and digital tools such as Google and/or Microsoft suites, especially spreadsheets (Accounting experience a plus)
- Ability to collaborate and work with others

- Ability to prioritize and manage multiple projects at the same time
- Passion and respect for kids and educators
- Teaching experience a plus
- Interest in, or knowledge of the performing arts, arts education, or other arts and culture forms a plus
- Bachelor's degree or relevant experience

Physical Demands & Working Environment

- Standing on feet and climbing stairs at theater

Why Should I Apply?

Be a part of this leading non-profit performing arts organization that is committed to empowering young people, artists and educators through the performing arts. In addition to a competitive salary, New 42 offers a strong employee benefit package which includes comprehensive Health Insurance, Flexible Spending Account, 403B Retirement Plan, Employee Pension, and Paid Time Off.

Equal Opportunity Employer

New 42 is an Equal Opportunity Employer and prohibits discrimination and harassment of any kind: New 42 is committed to creating a diverse environment and is proud to be an equal opportunity employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, genetic information, predisposition or carrier status, disability, age, military or veteran status, or any other status protected by applicable law.

Accessibility Needs

Any applicants needing accommodations for accessibility purposes, please don't hesitate to let us know what you need.

Applicants must submit the following to education.hr@new42.org with Subject: Education Programs Associate to be considered for the position:

- Cover letter expressing specific interest in and qualification for the position
- Resume