

COMMUNITY ARTS AGENCY

ADMINISTRATIVE POLICY AND PROCEDURE MANUAL

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I. Administration

A. General Office Procedures

Office Equipment

Telephone, Intercom, Voicemail and Messages

Please try to answer the phone during the first four rings. If you page a staff member for a phone call, be sure to ask the caller's name. Place the call on hold using the HOLD Button. Press the INTERCOM button and then page. Tell the person receiving the call what line the call is on and who is calling, then hang up. If you cannot reach the staff member, offer to take a message or to put the caller into the voice mail system.

PAGING: HOLD BUTTON - INTERCOM BUTTON - PAGE THE PERSON RECEIVING THE CALL - HANG UP

If you are taking a message when another call comes through, put the first caller on hold and answer the second line. When you're taking a telephone message for someone, be sure to record the caller's name, phone number, what the message is regarding, and the date and time. **DO NOT USE POST-ITS TO TAKE MESSAGES.** Use the message pads available at all phone stations. Place the message either in the person's mail box or on his or her desk. Often callers will want general information like what is currently showing and where Community Arts Agency is located. If you can answer the questions asked, please do so without interrupting another staff member.

Please direct telephone calls to staff as follows:

Agency - Executive Director
Press - Executive Director
Elected officials - Executive Director
Public Relations - Executive Director or Public Relations Director
Education - Education Director
Studio Program - Studio Program Director
Performance - Executive Director and/or Performance Coordinator
Development - Director of Development and/or Administrative Assistant
Accounting - Financial Director
Membership Inquiries - Administrative Assistant

Fax Machine

Fill out a Community Arts Agency fax cover sheet with the appropriate information. Cover sheets are located next to the fax machine. Place the documents you want to send along with the cover sheet face down on the paper feeder of the fax machine. Before you place the paper in the feeder, the fax machine's screen should list the current date, time and the word FAX on its screen. After the paper is in place the screen will read STD NORMAL FAX. Dial the number (be sure and dial a 1 before the number if you're faxing long distance) and press the START button. The screen should say DIALING and the ON LINE if everything is working properly. All in-coming fax should be promptly delivered to the Executive Director or distributed to the staff member it is addressed to. There is a log for keeping a record of any fax that is sent requiring a long distance telephone call.

Computers

There are various functions for the computers. Please follow instructions for the three most frequently used. Procedures for backing up data, updating anti-virus software and password security must be followed. All passwords must be approved and logged by the Executive Director. Please review and follow the Agency internet and email policy for all computers that have access to the internet. Your use of the computers, software, printers and scanners will require completion of the proscribed training for your specific job or for the assignments you will be given. Report any malfunction, breach of security or virus problems to the Executive Director. The company that provides computer service is _____.

Typewriter

Use the RED button on the top left-hand side of the typewriter to turn on the machine. After you finish using the typewriter, turn the typewriter off and place the plastic cover back on it. It is imperative that you place the plastic cover back on the typewriter because Community Arts Agency has a dust problem.

Copy Machine

The copy machine is fairly self-explanatory -- you have paper size options, darkness/lightness options and number of copy options -- listed clearly on the top of the machine. Be sure to close the top of the copier when you are copying something. If you are using colored paper or letterhead in the copier, don't forget to remove any leftover paper so that the next person using the machine won't waste it. Please replace the paper supply when you complete your copying task. The telephone number to call for service is _____. If the machine fails to work properly, ask for help. If you have to copy a large number of documents, ask for permission to use a commercial company like Kinko's or a local printer.

Postage Meter

If you are the first person using the postal meter for the day, lift the plastic flap and make sure the date is current, and then press the **CHECK DATE** button. Lower the plastic flap and start posting your envelopes by inserting them in the available letter slit. After you have finished, record the amount of postage you have used by calculating the # of letters by the postage amount. For example, if you are sending five letters the number you should write down is \$2.20, NOT 5 X .44. Also record who you are and what department and/or project the letters are for. A postage record sheet is located next to the postal meter.

Office Supplies

Office supplies are located in the _____, and letterhead is located on the shelf next to the copier. If you need supplies which are not in any of these areas, ask the Executive Director for an office supply form, fill it out, and then return it.

Manuals

Please refer to the appropriate manual when necessary or ask what training on the equipment is available.

B. Finance Department Policies

Checks

Checks for various expenses are written on each _____. The Business Manager needs all invoices, receipts, and/or check requests two days (preferably by _____) before the check is scheduled to be issued. Checks will not go out unless you submit this information to the Business Manager. Twenty four-hour notice is acceptable with emergency checks. Deadlines for *extreme emergencies* can be negotiated with the Executive Director or Business Manager.

Invoices and Receipts

Community Arts Agency has several credit and charge accounts with area stores. If you purchase merchandise for Community Arts Agency, you **MUST** list which department the merchandise is for and then initial the receipt or invoice. After you have done this, submit the receipt or invoice to the Director, who will then give it to the Business Manager. You need to complete this process as soon as you return from the store or order the product, not a day or a week later. The reason for the urgency is that stores send bills quickly and the Business Manager needs some prior indication of the expenses before he or she receives the bill. Community Arts Agency has established an invoice form for employees to complete, follow the procedures given above.

Payroll

Community Arts Agency employees are paid on the following schedule _____. All employees, especially hourly employees, must turn in their time sheets to the Business Manager no later than the _____ morning they are to be paid. Payroll checks will not be issued in advance without the Executive Director's prior written approval.

Monthly Financial Statements

Community Arts Agency's goal is to complete the monthly financial statements by the end of the second week of the following month. For example, June's statement should be completed by the second week in July. In order for this process to run smoothly, the Business Manager needs all financial information (including deposits) by the 5th business day of the following month. That means the 5th business day of July for June's financial statement, the 5th business day of August for July's financial statement, etc.

Petty Cash

Do not take any petty cash without first filling out a petty cash receipt. Both petty cash and petty cash receipts are located _____.

Reimbursements

Obtain a Request for Reimbursement form from the Business Manager. Complete it and return it to him or her. There will be a two to four day interim before you receive the reimbursement. Travel expenses must be approved in writing by the Executive Director in advance and receipts provided to the Business Manager. *See addendum for more information.*

Request for Payment

Obtain a Request for Payment sheet from the Business Manager. Complete it and return it to him or her. Remember to include your social security number on the Request form. There will be a two to four day interim before you receive payment. *See addendum for more Information.*

C. Development Department Policies

Checks

All checks for donations, program admission and memberships are forwarded to the Director of Development. Put the checks in his or her box or desk.

Master Calendar

The Executive Director maintains a four-month master calendar detailing Community Arts Agency events. Please inform the Executive Director of all internal and external Community Arts Agency events so that he or she will mark them on the Community Arts Agency calendar.

Special Events

In anticipation of special Community Arts Agency events, the Director of Development will provide applicable information to the staff.

D. Public Relations Department Policies

Interstaff Communication and Media Coverage

The Public Relations Director needs information regarding upcoming and current Community Arts Agency events, changes in personnel, and any other general information as soon as possible. The PR Director needs this information early so that he or she can answer questions the media and other outsiders may have. It is imperative that the PR Director be notified immediately of any Community Arts Agency news because the sooner he or she knows, the more likely Community Arts Agency will receive coverage in the media. The Public Relations Director must distribute press release describing upcoming Community Arts Agency events to all staff members so that they adequately answer questions.

Newsletter

The Public Relations Director is responsible for the production and mailing of the Community Arts Agency Newsletter, which is published quarterly. The Newsletter is printed, and is then bulk mailed to all Community Arts Agency members. Each Community Arts Agency department should inform the Public Relations Director of articles and/or announcements it wants covered in the Newsletter.

Information Deadlines for PR Director

Newsletter - Six months in advance of quarterly publication

Events - Two and a half months in advance of event

Printed Materials

The graphic design of printed Community Arts Agency materials is coordinated by the Public Relations Director. All printed materials must meet Community Arts Agency graphic design objectives before they are approved.

E. Gallery Rentals

SEE COMMUNITY ARTS AGENCY GALLERY RENTAL GUIDELINES

F. Building Security and Maintenance

Alarm System

There are three separate alarm systems at Community Arts Agency Galleries, Inc.: one for the Administrative Offices, one for the Gallery, and one for the community room. The alarm control panel for the Office is located on the wall next to the supply closets; the control panel in the Gallery is inside the small, circular gallery by the front glass doors; and the one in the community room is on the wall by the front doors. Each alarm system has its own four-digit code which activates and de-activates it. In order for any staff member to operate the alarm systems, he or she must obtain the appropriate four-digit codes and have his or her name placed on the Security Company's authorization list.

Entering and Exiting the Office and Gallery

When you enter the building and the alarm is on you will hear one long tone. When the alarm is off you will hear a short beep. If the alarm is activated when you enter the building you have one minute to turn it off by entering the appropriate four-digit code into the control panel. To turn the alarm on when you exit

the building for the day, wait for the control panel to read **SYSTEM READY** and then enter the same four digit code you used to turn it off. If you have entered the correct code the control panel will read **ON: AWAY EXIT NOW**. You have one minute to exit the building before the alarm goes off. Remember that when you are leaving either the Office or the Gallery after you have activated their respective alarm systems there are only three doors from which you can exit. They are the office exterior door and the front glass doors to the Gallery. If you try to exit from any other door the alarm will go off.

False Alarms

In the event that you accidentally set off any of the three alarms, you should act according to the following procedure:

Turn off the siren by inputting the same four-digit code you use to turn the alarm on and off. Then call the Security Company at _____. Tell them the code of the alarm and your name. Your name must be authorized on their list to cancel the alarm.

Fire Safety

Fire extinguishers and fire exits are located throughout the facility. The main sprinkler water valve, which is for Fire Department use only, is located in the _____.

Air Conditioner

Do not turn the thermostat of the air conditioner below 74 degrees. You can turn the AC off in the Offices, but do not turn it off in the Gallery during the summer. Turn the thermostat up to 85 degrees in the Gallery when it is closed. The only time you can turn the A/C off in the Gallery is when it's closed for installation.

Heater

Never turn the heating system off because without the knowledge of the Executive Director. Turn it down to 60 degrees when Community Arts Agency is closed.

Janitorial Services

There are no custodial services on Sundays and Mondays. The staff needs one week notice to prepare the facility for specific events. When you give the staff notice, please give the details of the event -- where it will take place and what its physical requirements are, etc.

G. Miscellaneous Staff Procedures

Communication

If any staff member notices something or believes that there is a potential problem to be brought to the attention of the Executive Director, or their immediate Supervisor, leave a voice message in the system or a written message in his or her mailbox.

Adult Workshops

Technical workshops for adults are offered. All workshops will be confirmed by _____. Refer all calls regarding Adult Workshops to the Executive Director.

Artist Talks/Symposia/Panels

A series of panel discussions, workshops, and demonstrations are planned for each exhibition. Many of the gallery educational programs are co-sponsored by other organizations as a way of enhancing content and audience development.

Gallery Space

If an *educational* organization requests to rent Gallery space for a lecture, show, etc., please check with the Executive Director about the show's (lecture, workshop, etc.) content to make sure there will be no unnecessary overlap in programs. If there's no conflict, then refer the call to the Public Relations Director.

Volunteer Responsibilities

The Administrative Assistant should make a clear distinction between intern, general volunteers, and docents when he or she is coordinating people to work at an event. Docents are usually overloaded with Community Arts Agency work, so please try to avoid asking them to volunteer for a special show, party, or meeting. Please try to distinguish between general volunteers and those wishing to work on special projects or for individual Community Arts Agency departments.

Staff Meetings

Community Arts Agency staff meetings are held on each _____ at _____ .m. unless otherwise notified. All staff must attend. Please do not be late.

II. Community Arts Agency Gallery Policies

Always greet Gallery visitors no matter where you are in the Gallery. Encourage them to ask you about the current exhibition. It is helpful if you walk alongside the visitor into the gallery -- almost like a mini-tour. Offer them catalogues of the exhibit if applicable. Be perceptive. Some visitors will not be interested in what you have to say and will want to walk through the Gallery alone.

Front Desk Monitors must know key information on all exhibitions.

Artists -- Are they local? What's their medium? Specialty?

Topic of Theme of Show -- Is it a retrospective? What types of issues does the show explore? This information can be obtained through the Education Director, who gathers all educational materials on the artists and exhibitions.

Price List -- The price list is distributed with each exhibition. One will be kept in the cabinet at the reception desk. If someone is interested, take their name or phone number and the name of the piece of interest and forward the information to the Executive Director or the Gallery Director and Assistants.

Catalog -- If a catalog of the exhibition is available, read it and familiarize yourself with the artist's background and the exhibition.

Artist Talks -- Attend if you can because they are the best way to learn about the artists and their work. Remember that people appreciate when you give them a quick reference to the exhibition. Always give visitors the information before entering the Gallery because their attention is focused on the art pieces while they're in the Gallery rather than on you. After they have toured the Gallery, invite the visitors to sign the Community Arts Agency attendance book and to become members. Remember to give them a membership packet, which is kept on the desk at all times.

Group Tours

All group tours are scheduled through the Executive Director, who must make sure docents are available to give a tour. Count and document all tours entering the Gallery by filling out a group tour sheet.

Storage Space

Materials kept in the storage space are off limits to all departments except the Gallery.

Kitchen

All kitchen utensils and dishes are available for Community Arts Agency staff use on the condition that everyone cleans up his or her mess.

Artists Who Have Sent Proposals

Direct all calls to the Executive Director. If the artist would like his or her material returned, record his or her name and address, and forward the information to the Office.

Please refer any complex questions to the Executive Director, or if the caller is in a hurry, page the _____.

Gift Shop Sales Instructions

All sales must have a written invoice.

Community Arts Agency accepts Visa, MasterCard, American Express, personal checks, and cash. Be sure to fill out the appropriate tickets when someone is buying with a credit card. Please note that Visa and MasterCard use a different ticket than American Express. All invoices are stored in the front desk cabinet.

Completing the Sales Invoice

Have the buyer fill out his or her name and address. Complete the book title, price and add 7% tax, state terms of payment (if credit card, state which one and the account number). Please remember that all sales need to include 7% sales tax.

There is a petty cash box for gallery use. Please keep all receipts. In case there is not sufficient change, use donation money or ask the Financial Director for some more petty cash. All cash boxes are located in the bottom left hand drawer of the filing cabinet in the Gallery Office.

Be sure to invite the public to come around the reception desk and look through the books.

Closing the Gallery

When you are closing the Gallery, make sure to turn off all switches only. Do not turn off switches unless explicitly stated to do so. Make sure all heaters/air conditioners are turned off, and all doors to the Gallery (storage and door next to the kitchen/photography gallery) are locked.

Dress Code

Professional but casual attire is recommended. Please keep in mind that you are representing our Community Arts Agency. Keep all personal belongings in the Gallery offices.

Miscellaneous

Any other pertinent instruction information on any specific exhibition will be distributed. Additional information will be available at staff meetings.

