



POSITION DESCRIPTION

Shunpike Client Manager, Artist Programs & Services

About Shunpike:

Shunpike's mission is to provide independent arts groups with the services, resources and opportunities they need to forge their own paths to sustainable success. We provide groups with back-office services that strengthen their day-to-day operations, while also offering strategic guidance that leads them toward their long-term goals.

About the Role:

Reporting to the Executive Director, the *Client Manager, Artist Programs & Services* works as part of a team to provide high-level support to Shunpike's programs and services for artists and arts groups (currently including: Fiscal Sponsorship Service, Arts Business Clinic, Grants Review Service), and ensure that these programs and services are comprehensive, up-to-date and delivered effectively and in a timely manner. This position involves a great deal of artist, vendor and stakeholder liaison and is central to Shunpike's engagement with the community.

Position Responsibilities: Working as part of a small client management team, the *Client Manager, Artist Programs & Services* is responsible for -

- Managing the application, renewal and close-out process for clients under Shunpike's (Comprehensive) Fiscal Sponsorship service, including delivery of informational, onboarding and orientation sessions for prospective and new clients.
- Responding to inquiries from Shunpike clients and members regarding a range of arts business and administrative matters including, but not limited to: insurance, contract management and negotiation, program and organizational planning, licenses, permits, corporate registration, fundraising and special events, and basic tax obligations.
- Coordinating the grants review and management process for clients including review of funding applications.
- Working with Shunpike's Finance Manager to process client deposits and check requests in preparation for entry into Shunpike's financial accounting software, report on client fund balances, and review and distribute financial reports on behalf of clients. The Client Manager will at times be required to perform this work independently.
- Mastering existing internal and client-related systems and services; collaborating with staff and consultants to improve and develop Shunpike's capacity.
- Working with Shunpike's Marketing & Development Coordinator to promote and execute Shunpike's programs and services.
- Working collegially and effectively with other employees and clients in a small office environment.
- Researching, developing and documenting service-related resources and materials for both internal (staff) and external (arts groups) clients.
- Maintaining a comprehensive and up-to-date awareness of arts and non-profit trends and opportunities and identifying opportunities to better support Shunpike's clients.
- Participating as needed in arts and non-profit sector meetings and gatherings, during and outside of normal



business hours, on behalf of Shunpike.

- Working off-site when needed, as directed by the Executive Director. Employee must be able to drive to client meetings, when necessary, and in connection with work-related functions and events.
- Working at assigned start and stop times, during and outside regular business hours as necessary, with punctual and reliable attendance.
- Contributing to the evaluation and development of Shunpike's programs and services and preparing reports on the same as required.
- Other duties as directed by the Executive Director.

About You:

- At a minimum, you have a Bachelor's Degree and at least 3 years experience working in a non-profit arts context, preferably as a producer and/or arts administrator/manager.
- You are financially literate, able to read basic financial reports, have a basic understanding of accounting and are confident handling cash.
- You are personable and patient, have a cheerful disposition, a great sense of humor, and you're able to operate and respond in a rapid-fire environment while still remaining cool, calm and collected. You are an active listener who enjoys helping people achieve their goals.
- You believe that you can never learn too much and your curious mind will lead you to explore current research and new ideas in the arts sector. You are a highly organized, multi-tasking, time-management whiz.
- Though a natural collaborator and loyal team player, you can manage responsibilities independently and are self-motivated to use your creativity, tenacity and savvy to solve problems as they arise.
- You are proficient with Word and Excel, experienced with a variety of web-based software and crowdsourcing platforms, and have previous experience with information technology systems.
- You have an eye for detail, excellent verbal and written communication skills and a high degree of discretion and professionalism. You have a knack for using and improving systems, and consider technology your friend and ally.

Preferred Experience: Candidates who are comfortable in a Mac environment and with Salesforce experience are preferred.

Employment Status: 32 hours /week. Core hours are 10am – 6pm, with requests for flexible hours considered. Some weekend and evening work is required.

Application Deadline: Position open until filled; priority given to applications received by **Friday, February 17, 2017**.

To Apply: Please send a cover letter and resume to info@shunpike.org, with "Client Manager Position" in the subject line.

Remuneration: \$31,000 - \$34,000 per annum, DOE; ORCA Card; 80% coverage of health benefits; pro-rated PTO and HOLIDAY PAY.

Shunpike is an Equal Opportunity Employer. Employment policies and programs are nondiscriminatory in regard to race, gender, religion, age, national origin, disability, veteran status or sexual orientation. People of color, LGBTQ individuals and women are encouraged to apply.