



Do you love improving or creating systems and processes that increase efficiency and facilitate teamwork? Is keeping track of details and deadlines one of your superpowers? Do you see ‘creative opportunity’ where others see ‘administrative work’? Do you like working behind the scenes, knowing you’re helping others shine? Shunpike is looking for an Operations and Client Services Manager who wants an opportunity to learn and develop while serving a mission-driven arts non-profit organization. This **new position at Shunpike** will play a vital role on the team, managing several aspects of our internal operations such as risk management, IT, systems maintenance and integration, as well as working with fiscally sponsored programs and facilitating efficiencies between our Client Management and Finance teams. This position offers great potential for professional development and growth within the organization, and the opportunity to gain increasing levels of responsibility over time.

About Shunpike:

Shunpike’s mission is to empower artists through equitable access to vital expertise, opportunities and business services.

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. We also offer professional development and exhibition opportunities through various programs, including Storefronts, Amazon AiR, ACES: Artists of Color Expo and Symposium, and The Studio @ 2+U.

About the Role:

Reporting to the Executive Director, the **Operations and Client Services Manager** works as part of a team to manage several aspects of Shunpike’s internal operations, providing high-level support to Shunpike’s operations and services for artists and arts groups (currently including: Fiscal Sponsorship Service, Arts Business Clinics).

Position Responsibilities: Working as part of a small team, the **Operations and Client Services Manager** is responsible for -

OPERATIONS (50%)

IT, Software and Systems Lead (25%)

- Lead IT management for the office by handling day-to-day IT support needs, and coordinating with external IT consultants as needed
- Managing online platforms such as LastPass, Calendly and Trello for office-wide use
- Managing online financial/fundraising platforms such as Click&Pledge and Cheerful
- Purchase and set up laptops/related tech needs for employees, as well as providing basic IT support for staff, including printer/scanner upkeep and internet troubleshooting



Office Operations, Risk & Compliance Lead (25%)

- Research and improve all aspects of Shunpike operations through cycles of continuous improvement
- Manage and maintain the organization’s relationships with insurance providers, ensuring that all necessary insurance information is collected and updated regularly
- Ensure that all Shunpike licensing and legal paperwork with local and national government agencies is properly filed and updated annually
- Facilitate and improve new staff onboarding processes, ensuring that staff joining the organization have a positive and informative learning process

CLIENT SERVICES (50%)

- Master existing internal and client-related systems and services, collaborating with staff and consultants to improve and develop Shunpike’s capacity
- Research, develop and document operations and service-related resources and materials for both internal (staff) and external (arts groups) clients
- Manage the application, renewal and close-out process for clients under Shunpike’s Fiscal Sponsorship service, including delivery of informational, onboarding and orientation sessions for prospective and new clients
- Work with Shunpike’s Finance Associate 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
- Develop a clear vision and strategy for the Arts Business Advice program to serve existing and prospective clients
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GENERAL

- Position works mostly remotely during quarantine times, but will be required to come into the office for a few hours per week, as directed by the Executive Director, where we observe strict COVID-19 protocols. Employee must have access to reliable transportation to our office (currently in the International District) and for work-related functions, events and errands.
- Position will have assigned working hours and punctual and reliable attendance is expected. Work requests outside regular business hours will be announced and agreed-upon in advance, and limited to necessary activities.
- Position will contribute to the evaluation and development of Shunpike’s programs and services, and prepare reports on the same as required.
- Position will provide weekly status reports to the Executive Director on all initiatives.
- Position will participate in staff meetings, retreats, attend professional development events, and otherwise contribute to strengthening Shunpike’s connection to the arts sector, and the diverse communities we serve
- Other duties as directed by the Executive Director.



About You:

- You have several years experience working in an administrative environment, preferably **with an emphasis on operations**, as well as client services and/or customer service experience.
- You are financially literate, able to read basic financial reports, have a basic understanding of accounting, and you're eager to learn more about this aspect of Shunpike's operations.
- 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 have the ability to develop trusting relationships with diverse individuals from many different backgrounds and disciplines.
- 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
- You are an expert at removing obstacles for others, and are self-motivated to use your creativity, tenacity and savvy to solve problems as they arise.
- You have the ability to work on multiple projects and tasks concurrently and work effectively under pressure.
- You work with a high degree of accuracy and attention to detail.
- You can be flexible about changing priorities and can manage competing deadlines.
- You are proficient with Word and Excel, experienced with a variety of web-based software and fundraising platforms, and have previous experience with supporting users in basic information technology systems.
- You have excellent verbal and written communication skills.
- You have a high degree of professionalism and discretion in protecting confidential information and preserving database security.
- You have a Bachelor's Degree or work experience equivalent.
- You have a passion for working in the nonprofit sector.

Inclusion means my voice is heard. **Diversity** means I am reflected and represented in the organization at every level. **Equity** means I am supported by systems and policies that ensure I succeed, despite historic patterns of hindered success. *Shunpike is committed to this statement of equity and works to ensure that all staff and clients apply this lens to the work that they do.*

Employment Status: Full time 40 hours/week, Exempt. Core hours are 10am – 6pm, with requests for flexible hours considered. Some weekend and evening work is required.

Remuneration: \$53,000-\$60,000 per annum, DOE; ORCA Card or WFH stipend; Health benefits including vision and dental; 18 vacation days, sick time, 9 paid holidays

Application Deadline: Position open until filled; priority given to applications received by **Friday, November 6, 2020**

To Apply: Please send a cover letter and resume to info@shunpike.org, with your name and "Application - Operations and Client Services Manager" in the subject line.

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.