



POSITION DESCRIPTION

Shunpike Client Manager, Artist Programs & Services

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.

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.*

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 Services, Arts Business Clinics, 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 within a growing organization, the **Client Manager, Artist Programs & Services** is responsible for -

- Managing 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.
- Responding to inquiries from Shunpike clients 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 applications.
- Working with Shunpike's Finance and Operations staff 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 Communications and Program staff members to promote and execute Shunpike's programs and services.
- Working collegially and effectively with all employees and clients in a hybrid (in office/online) work environment.
- 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 have access to reliable transportation 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, providing reliable and consistent availability to Shunpike's clients and staff.
- 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:

- You have a strong commitment to racial equity and anti-racism, and to continuous learning on this journey.
- You have a Bachelor's Degree or work experience equivalent, including several years experience working in a non-profit arts context or comparable field, preferably as a producer and/or (arts) administrator/manager.
- You enjoy facilitating and organizing for others; you see your impact through their success.
- 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, and your sense of humor prevails even when you're stressed.
- 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 are comfortable talking about identities such as race, ethnicity, sexual orientation, class, ability, and gender.
- You develop and maintain professional relationships with a variety of people.
- 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/G-suite applications, 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.
- You are proactive and enthusiastic about learning new tools.

DISCLAIMER: The statements contained in this job description are not necessarily all-inclusive; additional responsibilities may be assigned and requirements may vary from time to time.

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.

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

Remuneration: \$54,000-\$58,000 per annum DOE; ORCA Card; Health benefits including vision and dental; 18 vacation days, sick time, and 9 paid holidays.

APPLICATION PROCESS: Interested applicants should write an application, comprising:

- A cover letter (outlining your suitability for this position and responding to the responsibilities and qualifications listed above)
- Resume
- Contact details for min. two references

Please email your application to info@shunpike.org, and include **Client Manager Application and your name in the subject line.**

The ideal **start date for this position is August 16, 2021.** Applications will be reviewed by a team composed of members of Staff and Board, as well as an HR consultant. Applications are reviewed as received and the position will remain open until filled. **Priority given to applications received by Monday, July 19, 2021.**