



## CLIENT RELATIONS MANAGER

**TITLE:** Client Relations Manager  
**REPORTS TO:** Public Projects Director  
**STATUS:** Salary/Exempt  
**SALARY:** \$42,000  
**SCHEDULE:** Full Time  
**START DATE:** Fall 2023

*\*\*QT/BIPOC applicants are strongly encouraged to apply*

**About The Steel Yard:** The Steel Yard is an award-winning industrial arts center, a manufacturer of custom fine and functional public art, a craft school, shared studio, and Providence's most unique private outdoor venue.

**Our Mission:** The Steel Yard's historic campus is a platform for professional artists, makers and the community to practice and learn the industrial arts. The organization fosters creative and economic opportunities, by providing workspace, tools, training and education, while forging lasting links to a local tradition of craftsmanship.

**Diversity, Equity, Inclusion and Anti-Racism:** The Steel Yard is committed to diversity and inclusion. It is the policy of the Steel Yard that there shall be no discrimination with respect to the selection of the artist in residence because of race, color, sexual orientation, religion, national origin, gender, age, physical limitations, or military status. You can learn more about [DEI at The Steel Yard here](https://www.thesteelyard.org/dei/). (<https://www.thesteelyard.org/dei/>)

**About Public Projects at The Steel Yard:** The Steel Yard collaborates with local artists, vendors, and industry to produce custom and site-specific, functional public sculptures. Our teams of artists work closely with each community, municipality or non-profit clients to develop, design and produce each unique project. Examples of this functional public art can be seen throughout Southern New England including: Providence's Olneyville Square, Brown University, RI School of Design and throughout downtown Providence, the Town of Bristol, the International Charter School in Pawtucket, the Town of Warren, Riverview Improvement Association in Warwick, and at Tufts University in Medford, MA. Proceeds generated from our line of urban furniture help to keep our Course fees low and Youth Programs free.

**Client Relations Manager:** The Client Relations Manager (CRM) is a key position within the Public Projects department. They contribute to the success of our public-art and community engagement practices by working closely with the Public Projects Director (PPD) and community partners/clients on the creation of excellent community projects and commissions.

The CRM is the primary contact with partners/clients; prompt and clear communication, building new relationships, and maintaining relationships with existing partners are all key components of this role. The CRM is responsible for maintaining detailed files on current, past and prospective jobs. They are a detail oriented strong communicator, with a curious mind.

**JOB RESPONSIBILITIES:**

- Respond to every request for commissioned work in a timely and efficient manner
- Research and identify new clients/partners, and maintain relationships with existing clients/partners
- Schedule and attend meetings with clients/partners
- Maintain close ties to neighboring community and organizations
- Manage Public Projects Client, Artist and Trainee database
- Work with Public Projects team and client to establish production schedule and delivery/install dates
- Track client contracting, payments, and manage invoicing
- Maintain advertising and communication strategies
- Provide materials and support for grants directly related to Public Projects, as requested
- Maintain organized and detailed records for projects
- Maintains updated and accurate website content , writes monthly newsletter content
- Attend, and organize when requested, project unveilings
- Maintain an open line of communication with other Public Projects employees and fabricators

**GENERAL ADMINISTRATIVE:**

- Promote The Steel Yard mission, vision & values
- Regularly attend staff meetings and maintain an active office presence
- Participate in other organizational meetings and events as needed, occasional nights and/or weekends

**NEW ADMINISTRATIVE/MANAGEMENT:**

- Collaborate with colleagues to develop new marketing materials, and develop marketing strategies to increase partner/client base
- Become familiar with salesforce platform and contracting process

**REQUIREMENTS:**

- Excellent written and oral communication and customer service skills
- Proficiency with Mac, Adobe Software, Google Suite
- An understanding of the industrial trades, public art installation, willingness to learn
- Interest in mindful urban development and the value of community accessible art
- Interest in becoming an active Steel Yard community member

**DESIRED:**

- Bachelor Degree, or previous success in project management or professional studio experience.
- Lived experience considered over degrees
- Familiarity with Olneyville, Providence, and Rhode Island
- Familiarity with local artists and fabricators
- Experience using Salesforce platform
- Multi-lingual

**COMPENSATION:**

- \$42,000 annual salary
  - Healthcare split
  - Personal time and sick leave
  - Discounts on Steel Yard courses
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**TO APPLY:**

Interested candidates should submit a single PDF attachment via email to [jobs@thesteelyard.org](mailto:jobs@thesteelyard.org) that includes the following:

- Cover letter
- Resume
- One reference

***The subject line of your email should be: CRM/your name***

**Interviews will be scheduled on a rolling basis starting October 10<sup>th</sup>  
Position open until filled**