# STUDIO MANAGER

**What we are looking for:**

We are seeking a **studio manager** with administrative know-how, strong communication and writing skills, and a keen eye for detail to apply their multiple talents across our departments while living our values every day. The successful candidate will have a hand in keeping the studio organized, making sure our team and clients are comfortable and informed, and supporting the team in an administrative capacity. This is a part-time (~15 hours/week), in-person position that requires someone who is ideally able to work five days per week. As the studio manager, you will work most closely with the manager of people & projects.

**Who we are:**

In 1999, ECHO Storytelling Agency was founded after our president missed the chance to get her grandmother’s life on record. What started as a personal mission to capture the stories of her remaining family members turned into a professional passion for deepening relationships with the people who matter most. Since then, as a result of clients coming back and asking us to do more for them, we have grown beyond our roots of producing personal memoirs and corporate histories. Now we offer a wide range of story-driven services, including brand story consulting, story-driven content strategy, and storytelling training. Our team members and partners form an elite group of journalists, authors, editors, designers, and filmmakers who craft stories that people remember forever.

We are a values-driven company, firmly grounded in **positive energy**, **creative rigour**,and **unconventional caring**. We believe that relationship trumps transaction — with clients and with each other. On any given day there are up to 10 of us in our peaceful, open-concept studio near Granville Island, though we do work remotely as well. We laugh, eat cake, and do jigsaw puzzles on the regular.

**What you will do:**

***Administration***

* Answer the telephone, and take and relay messages
* Handle intra-office communication — you are the heart of the team and will keep all staff feeling informed, organized, and celebrated
* Coordinate and supervise studio improvements on an ongoing basis
* Keep studio supplies stocked and organized
* Maintain and organize the shared server, update computer hardware inventory, coordinate software subscriptions and platforms, and liaise with IT consultants as needed
* Manage the shipping and receipt of packages
* Liaise with maintenance companies and building management
* Maintain and update the studio’s book inventory and loan list
* Receive and track invoices, track bill payments, mail cheques, make bank deposits, and coordinate wire transfers
* Update budget spreadsheets while working with the bookkeeper and the manager of people and projects to resolve any questions

***Client Communication***

* Assist with client communication and gift giving, including around holidays and milestone dates
* Welcome clients and visitors to the studio
* Ensure all client contact information is up to date
* Maintain the database of all past clients’ milestone dates
* Coordinate custom card designs with the production coordinator

***Projects***

* Maintain the database of ECHO writers, and communicate with them re: procedures and logistics, expenses, invoicing, and general troubleshooting as needed
* Maintain project information files on AirTable
* Receive, ship, and archive completed books

***Human Resources***

* Coordinate staff events and special occasions
* Onboard new staff
* Set up workstations for new staff and contractors
* Maintain and update the employee handbook
* Track staff vacation schedules and sick days
* Maintain and update the contact information of all staff and contractors

**Who you are:**

You are adept in communication, fierce in organization, and thorough in your attention to detail. You are highly efficient, getting things done in half the time someone else might, and you thrive on solving problems. You relish taking care of people. You see magic in spreadsheets and triumph in relationship building. You love fun, storytelling, and especially collaboration. When problems arise, you will feel comfortable communicating — with patience, diplomacy, and creativity — a plan to do whatever it takes to complete tasks to the highest organizational standards. As one with a bead on most goings-on in the studio, you will also have the opportunity to showcase any additional skills you have that might span our departments: Love photography? Take shots around the office for our social channels. Enjoy writing? Take a crack at our blog posts. All about systems? Propose changing up one of ours. We’re a small office and welcome everyone to bring whatever passions and talents they have to the table.

**What you need:**

* Proven experience as an office manager or administrative assistant
* Knowledge of office management responsibilities, systems, and procedures
* Warm interpersonal skills that make clients and team members feel comfortable and cared for
* Ability to organize and prioritize multiple assignments, work with grace under pressure, and consistently meet (and help others meet) tight deadlines without sacrificing quality
* Strong written and verbal communication skills
* Ability to work efficiently both independently and as part of a team
* Proficiency with MS Office (Word, Excel) and Google Workspace (Docs, Sheets, Calendar, Forms); familiarity with QuickBooks is an asset
* Hands-on experience with office equipment (e.g., computers, servers, printers, scanners)
* Rigorous attention to myriad tiny details
* A passion for storytelling and a positive attitude

**What we offer:**

* A subsidy toward professional development after a probationary period of three months
* Access to a Health Spending Account benefits package after a probationary period of three months
* The occasional afternoon beer / cider / glass of wine with the team, where stories are shared and Cheezies are on offer
* Participation in the annual ECHO retreat — a day-long adventure at our president’s beautiful cabin on an island in the Salish Sea
* Fifteen vacation days (plus stats)
* A flexible workplace that succeeds because of mutual trust between colleagues
* Staff celebrations: It’s your birthday? We’ll get you cake. Celebrating a work anniversary? We’ll get you cake. Retiring? We’ll get you cake. We like cake
* The chance to work with a creative team of highly talented pursuers of excellence. Being part of our small team means you’ll be exposed to every aspect of our business, giving you various opportunities to learn, grow, and succeed
* The chance to work with a wide variety of clients (across manufacturing, law, retail, mining, oil and gas, forestry, not-for-profit, education, healthcare, insurance, accounting, hospitality, construction, engineering, real estate …). Our projects are both corporate and private (i.e., personal memoirs), and our clients include ultra-high-net-worth individuals, families, and organizations

**Location:**

This is an in-person part-time position (with flexibility). Our address is 1616 W 3rd Ave, Vancouver, BC. Please note that our studio is on the second floor in a building with no elevator. To learn more about what it is like to work at ECHO, visit our [Careers](https://www.echostories.com/careers/) page.

**Salary:**

$29/hour to $32/hour plus benefits, commensurate with experience.

To apply for this position, please send a cover letter and resume to [careers@echostories.com](mailto:careers@echostories.com) by November 10, 2022.