

Studio Manager: WMCAT Design and Print Studio

West Michigan Center for Arts + Technology (WMCAT)

Social Enterprise Program

Full Time w/ Benefits

Summary

The Studio Manager is responsible for the day-to-day operation and growth of our print shop. The Studio Manager's role blends one of Customer Experience and Project Management. The primary responsibility is to build relationships with community partners, clearly communicate timelines and costs with customers, and ensure that work is produced on time to a high standard of quality. You will work closely with the Production Lead and Graphic Designer to develop working rhythms that are both profitable and culturally productive. This position requires a working knowledge of screen-printing, the ability to communicate and navigate corporate sales channels, and a desire to see our team reach their potential both as individuals and as a team.

Essential Responsibilities and Duties

Business Development and Customer Experience

- Cultivate profitable customer relationships and partnerships across the region.
- Ensure customer satisfaction by providing a customer centered approach to all interactions with a high level of communication, quick response time and accurate orders.
- Take ownership of order generation, placement, fulfillment, and follow up.
- Collaborate with the Graphic Designer to develop and execute a marketing plan.

Screen Printing Project Management

- Manage preparation, production, and fulfillment of all print, design, and scheduled events.
- Work with the team to manage production related costs, quality, and improve profitability.
- Work with the Graphic Designer to review design specifications and troubleshooting any issues in order to ensure the integrity of the client's design and manage project quality.
- Oversee the Apprentice Team to manage all inventory supplies, ensure minimum waste and spoilage, receive and purchase materials, and ensure that company policy and accurate records are maintained.
- Maintain and improve personal technical and product knowledge of all Ambrose offerings.
- Maintain a safe work environment and ensure the maintenance and upkeep of the studio including all equipment maintenance. This includes advising on capital improvements needed to increase productivity, evaluate production equipment purchases/leases and conduct cost/benefit analyses, and ensure preventative maintenance of all production equipment.

Team Leadership and Support

- Supervise, motivate, and support the apprentice team, applying a team approach and maintaining open communication regarding schedules, project status, budgets, and expectations.
- Foster a healthy working environment, both physically and emotionally, by organizing and executing daily/weekly/seasonal meeting rhythms.
- Train Ambrose personnel to exceed customer expectations.
- Coordinate with other WMCAT staff to develop apprentice support measures when needed.
- Ability to facilitate screen printing workshops and team building activities.

Qualifications

Education and Experiences: This position requires 3-5 years of experience in screen printing—or a related industry—and a working knowledge of Adobe Creative Suite. A four-year degree in design, printmaking, or related field is preferred, but not required. The preferred applicant should have the ability to accurately compile reports, budgets, and projections.

Leadership Skills: Communicate with clarity, and actively listens and contributes to discussions. Guide others towards organizational objectives, and acknowledges accomplishments of individuals and teams. Ability to solicit and generate creative solutions. Ability to develop and implement universal processes to monitor and assess outcomes.

Adaptability: Effectively target presentations to the characteristics and needs of the audience. Capable of effectively adjusting and coping with change and uncertainty in new situations and environments. Maintains balance and effectiveness in unsettling conditions and circumstances.

Mathematical Skills: Ability to apply concepts of basic accounting for budgeting and cost projections. Ability to calculate figures and amounts such as commissions, proportions, percentages, area, and volume; must be able to compile and organize data into reports.

Communication Skills: Ability to read, analyze, and interpret advanced professional journals, financial reports, and business documents. Ability to respond to inquiries or complaints from executive and board level associates, community leaders, and other professional affiliates. Capable of structuring the delivery of information to the needs of the audience, which may include board members, funders, directors, managers, staff and business associates.

Strategic Planning: Ability to define problems, collect data, establish facts, draw valid conclusions and develop sound recommendations. Ability to interpret an extensive variety of information, objectives or instructions, and deal with several abstract and concrete variables.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to handle, or feel, and is frequently required to talk or hear. The employee regularly is required to sit, walk, stand, and reach with hands and arms. The employee is occasionally required to stoop, kneel, climb or crouch. The employee must frequently lift and/or move from 15-45 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

Drivers Licence: Must show proof of a valid vehicle license

WMCAT provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, sex, gender, sexual orientation, gender identity or expression, national origin, age, marital status, height, weight, genetic information, qualified disability, or veteran status. In addition to federal law requirements, WMCAT complies with applicable state and local laws governing nondiscrimination in employment in every location in which the organization has facilities.