



## **SHOW OPERATIONS COORDINATOR**

The American Craft Council is seeking an enthusiastic and organized person for our show operations coordinator position. The show operations coordinator will work with our show operations manager to develop and produce our marketplace events. Apply to be part of the dynamic and collaborative team at ACC and help create opportunities and support for the inspiring artists in our community.

### **RESPONSIBILITIES AND DUTIES**

- Manage and implement artist applications for our marketplace events.
- Manage artist lists, contracts, payments, and reporting through our artist management system and Salesforce.
- Provide customer service and email support.
- Conduct on-site artist check-in for events.
- Provide show floor event support and troubleshooting during setup for artists.
- Coordinate with the marketing department for show print collateral production.
- Assist with artist jury processes.
- The person in this role will also keep the theme, brand, design, content, and delivery of their work consistent with established ACC guidelines.
- Perform other tasks as assigned.

### **ESSENTIAL EXPERIENCE, SKILLS, AND COMPETENCIES**

The ideal candidate should:

- Have a minimum of three to five years of experience with customer service and events coordination.
- Be proficient with the Google product suites, including Google Docs, Sheets, and Slides, Google Calendar, Gmail, Google Analytics, Google Meet, and Google AdWords.
- Demonstrate strong written and verbal communication.
- Have database management experience using Salesforce.
- Demonstrate ability to handle multiple projects and produce high quality results in a timely manner and to work both collaboratively and independently.
- Demonstrate an affinity for the mission of the American Craft Council.

### **PREFERRED EDUCATION AND EXPERIENCE**

The ideal candidate should have knowledge of standard concepts, practices, and procedures related to the position, including:

- Expertise in use of English grammar and punctuation.
- Understanding of branding and positioning strategies for the institution.

- Experience or an interest in art, fashion, beauty, or craft products is a plus but not required.
- The ability to interact effectively with a wide variety of people, including ACC staff, PR agencies, and others inside and outside of ACC.

### **DESCRIPTION OF PHYSICAL DEMANDS AND WORK ENVIRONMENT**

- While performing the duties of this job, the employee is regularly required to use hands to operate office equipment and computing resources.
- Employee must be able to sit for periods of time using office equipment and computer.
- Position may require moderate lifting of supplies and materials from time to time.
- The working environment is a general office environment with low noise level.
- Depending on the location of the candidate, this position can be a hybrid model of remote and in-office work, or fully remote.
- There will be some travel required for this position.

### **ABOUT ACC**

The American Craft Council is a national nonprofit working to keep the craft community connected, inspired, and supported. Our founder, Aileen Osborn Webb, recognized the significant impact craft has on individuals and communities and established a nonprofit to preserve, cultivate, and celebrate this communal heritage. 80 years later, our efforts span the nation. We share stories and amplify voices through *American Craft* magazine and other online content, create marketplace events that support artists and connect people to craft, and celebrate craft's legacy through longstanding awards and a unique research library. A range of other programs create space for dialogue and action—because craft can bring us together as people. Learn more at [craftcouncil.org](https://craftcouncil.org).

**SALARY RANGE:** \$38,000–\$45,000

### **TO APPLY**

If this position sounds like a great fit, we want to hear from you! Please send your cover letter and resume to [employment@craftcouncil.org](mailto:employment@craftcouncil.org) with the subject heading of “Show Operations Coordinator.”

The deadline to apply is June 30, 2021.

*ACC is an equal-opportunity employer and does not discriminate against any employee or applicant on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, gender identity, veteran status, or any classification protected by federal, state, or local law. We value diversity, inclusiveness, and equity and welcome candidates from all walks of life. Read more about [ACC's commitment to inclusion and equity](#).*