

## **Silver Eye Center for Photography**

**Position Title: Client Relations Specialist, The Lab @ Silver Eye**

**Reports to: Executive Director**

**Status: Contract, 24 hrs/month, additional hours may be required, \$35/hr. Role to start as soon as possible. Three month provisional period.**

### **Summary**

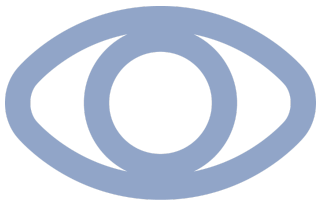
Silver Eye Center for Photography, Pittsburgh's only nonprofit devoted to contemporary photography, seeks a contracted **Client Relations Specialist (CRS)** for The Lab @ Silver Eye. Silver Eye promotes the power of contemporary photography as a fine art medium by creating original exhibitions, unique educational programming, and a space for artists to learn, create, and connect through The Lab @ Silver Eye production facility and education center. Our programs are dedicated to supporting the work of emerging, mid-career, and under-recognized artists and sharing that work with our diverse audience in engaging and meaningful ways. Silver Eye is highly-respected nationally and internationally and a vital cultural resource in Pittsburgh.

The Lab @ Silver Eye is a digital production facility that produces prints of the highest quality. The Lab produces most of the prints for our exhibitions, and is available to community members as a production and studio resource. The Lab also produces client service work for institutions and individual artists, creating museum-quality inkjet prints for exhibitions and portfolios. The Lab is able to problem-solve artist and client needs around creating digital facsimiles of historic and vintage processes.

### **Client Relations Specialist Description**

The **Client Relations Specialist, The Lab @ Silver Eye**, works closely with the Executive Director and Lab Manager to maintain existing relationships and cultivate new partnerships or leads with artists and institutions who may seek The Lab's client services. The CRS will research, contact, and build relationships with existing and prospective clients who may benefit from The Lab's services immediately or in the future. The CRS will maintain the CRM database regularly updating contacts details and ensuring data is organized. Goals and metrics will be reviewed and updated on a monthly basis with the Executive Director and Lab Manager.

- The CRS serves as a representative of Silver Eye and should be familiar with Silver Eye's exhibition, community, and education programs and ethos of supporting emerging artists working in contemporary photography
- The CRS should be familiar with current directions and concerns in contemporary photography
- The CRS should be familiar with digital printing processes and be able to persuasively make a case for the strength of Silver Eye's level of quality
- The CRS should be comfortable speaking with artists and art institutions about their needs, anticipate questions and concerns, and is preferably an artist themselves
- The CRS is approachable and comfortable engaging with others, given that this is partially a sales role



- The CRS will maintain accurate and detailed records of all prospect and client interactions, ensuring the relationship history is consistently updated within the CRM system
- The CRS will work alongside the Communications and Operations Manager to create assets promoting the Lab's service work
- The CRS proactively identifies and cultivates new sales prospects while managing and pursuing existing leads
- The CRS helps to promote The Lab as a community resource, including its opportunities for membership users
- The CRS should have familiarity with Pittsburgh, PA, and the surrounding region within a 300-mile radius

The **Client Relations Specialist** serves as an ambassador for Silver Eye and is in many cases the first point of contact for potential clients and should represent Silver Eye and its reputation at the highest standard.

The **Client Relations Specialist** will work closely with the Lab Manager to assess client requests and to manage expectations around printing projects. The person in this role should be motivated, energetic, and well-organized.

The ideal candidate has:

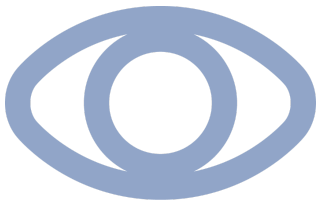
- 4+ years personal experience with digital printing
- 2+ years experience in client management or sales
- Project management experience
- A strong familiarity and alignment with Silver Eye's programs, ethos, and values around creative growth, lifelong learning, and collaboration.
- Familiarity with photography as a creative practice, and with current directions in contemporary photography
- A friendly personality, and enjoys working with people
- Ability to work well independently and collaboratively
- A strong working knowledge of Google Workspace apps and Customer Relation Management software, ideally Bloomerang

The position is 24 hours/month and a hybrid of in-person at the gallery and The Lab and working from home. Some evening/weekend hours around events may be required. Some physical demands, including lifting, may be required.

The hire and responsibilities will be assessed after three months for ongoing renewals.

#### **Silver Eye is an Equal Opportunity Employer**

We celebrate diversity, strive for equity, and are committed to creating an inclusive environment for all employees. There are no perfect candidates and Silver Eye is a place where staff and



contractors are encouraged to learn and grow. However you identify or whatever your path here, please apply if this position inspires you.

**How to Apply**

Interested applicants should please send a cover letter clearly indicating their fitness for this specific role, resume, and two work references to **leo@silvereye.org** with the subject line “**Client Relations Specialist.**” Questions about this position should be directed to Executive Director Leo Hsu, **leo@silvereye.org**.

**Silver Eye is seeking to fill this position as soon as possible. Applications will be reviewed on a rolling basis and accepted until June 18, 2026.**