



OPERATIONS RESIDENCY

Focused operational support
for domestic and international
independent businesses

A hosted, project-based partnership from EY Client Solutions,
a Maine, USA-based fractional administrative support venture



A defined project, supported with care

The Operations Residency gives an independent business concentrated access to senior administrative and project support without adding a permanent role.

Each engagement begins with a specific operational priority. EY Client Solutions then develops the systems, documents, research, or project infrastructure needed to move it forward.

THE PARTNERSHIP

01 Remote preparation

Discovery and project work can begin before the residency.

02 Defined scope

Both parties agree on priorities, capacity, timing, and deliverables.

03 Hosted stay

The host provides private lodging and a reliable place to work.

04 Clear handoff

The engagement concludes with organized files and next steps.

Important projects often sit behind daily operations



Independent, small businesses and not-for-profits operate with lean teams.

- Administrative procedures remain undocumented
- Client/guest communications need consistency
- Files, calendars, or CRM systems need restructuring
- A launch, event, or seasonal transition needs ownership
- Research and planning projects lack dedicated capacity

Support is tailored to one operational priority

01

Infrastructure and systems

Operating procedures
Administrative workflows
CRM and file organization
Contract and vendor tracking

02

Communications and coordination

Guest communication templates
Calendar and inbox systems
Event and itinerary support
Cross-team follow-up

03

Project support

Research and comparisons
Proposal and presentation development
Seasonal planning
Launch or transition coordination

Final deliverables reflect the host's actual priorities rather than a fixed menu of tasks.

Potential residency projects

Guest experience

Build a coordinated set of pre-arrival, in-stay, and post-stay communication templates.

Seasonal readiness

Create an opening or closing plan with owners, deadlines, vendor details, and handoffs.

Operations library

Document recurring processes in a practical collection of procedures and checklists.

Partnership research

Identify and organize prospective vendors, local partners, press contacts, or group opportunities.

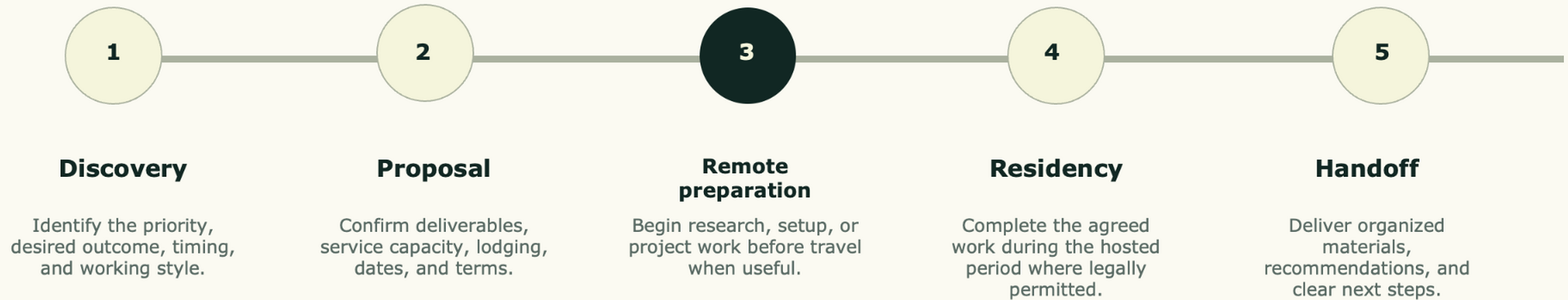
Business materials

Develop a proposal, presentation, operating plan, or other priority document.

Most Popular: Administrative reset

Restructure shared files, calendars, tracking tools, CRM cleanup, data entry, and recurring communications.

A simple process from discovery to handoff



The engagement can also use a remote-first structure in which project delivery occurs before travel and the later hosted stay serves as the agreed non-cash compensation and implementation period.

Partnership Structure:

Inaugural Residency Offer:

For the next 3 residency partners, the standard **\$1,500 residency/services fee will be waived** in exchange for thoughtful feedback following the engagement.

Host Partner will provide a **\$500 USD travel credit** to help offset transportation costs, in addition to the agreed-upon lodging.

EY CLIENT SOLUTIONS PROVIDES

25–40 hours

of defined administrative and project support

- Discovery and written scope
- Remote preparation when appropriate
- Agreed project deliverables
- Final handoff and recommendations

HOST PARTNER PROVIDES

10-20 nights

of private lodging on mutually agreed dates

- Private, secure accommodation
- Reliable Wi-Fi and suitable workspace
- Clear primary contact
- Relevant system access and timely feedback

Every exchange is valued and documented in writing. Travel, meals, insurance, taxes, confidentiality, and location-specific authorization are addressed before the engagement begins.

Experienced support with an international perspective



Emma Yeager

Founder, EY Client Solutions, LLC

Emma provides fractional executive assistance to leaders and organizations managing complex operations, communications, and projects. Her work combines careful judgment, analytical depth, and dependable follow-through.

Cross-sector work

Experience supporting law, real estate, nonprofit, consulting, and marketing clients.

Research background

Master's degree from the University of Chicago with international academic experience.

North Atlantic familiarity

Independent travel experience in Iceland and the Faroe Islands, with a continuing focus on Nordic and North Atlantic communities.



A useful residency begins with one important project

If your organization has an operational priority that would benefit from dedicated attention, I would welcome a conversation about scope, timing, and fit.

BEGIN A CONVERSATION

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EY Client Solutions, LLC

Fractional executive assistance