

LACDC Job Description	
TITLE: projectY cowork PROGRAM MANAGER - TEMP	
TYPE: Temporary Full-time (30-40 hr/per week), Hourly	STANDARD WORKING HOURS: Generally M-F 8 am-5 pm - occasional evening hours
REPORTS TO: Los Alamos MainStreet and Creative District Executive Director	WORKPLACE: LACDC Suite – 150 Central Park Sq, Los Alamos, NM
<p>SUMMARY: We are seeking an individual to start immediately as Membership & Program Manager for projectY cowork. This position is Temporary although other support work within the company may be available. The ideal candidate is a personable individual who is a self-starter and great at multi-tasking. projectY cowork is an initiative under the Los Alamos MainStreet and Creative District (LAMSCD), which is a program of LACDC (Los Alamos Commerce and Development Corporation). Those interested in this position should send a resume and cover letter to Jacquelyn Connolly, jacquelyn@losalamos.org.</p>	
<p>ESSENTIAL DUTIES AND RESPONSIBILITIES: Utilizing excellent customer service skills, the is responsible for:</p> <ul style="list-style-type: none"> ● Manage day-to-day operations, including: <ul style="list-style-type: none"> ○ Welcome visitors; promptly answer incoming calls and online queries from prospects ○ Manage the process of signing up new members and facilitating their move-in ○ Orient first-time members and short-term users ○ Operate electronic membership, revenue, access control, Wi-Fi, and related systems ○ Welcome potential new member drop-ins, provide tours, and talk about the benefits of coworking ○ Initiate personal contact with members to learn their interests, skill sets, and experience to connect them to other members/resources ○ Evaluate and respond to all client issues and concerns with the highest level of customer service ○ Perform basic accounting tasks ○ Make daily building rounds at opening and closing to ensure the facility/equipment is presentable at all times - maintain the vibe, cleanliness, and organization of the space ○ Perform or arrange for repairs and maintenance as needed ○ Receive/categorize mail/packages ○ Order, replenish, and maintain inventory of consumables ○ Coordinate events, programs, and activities hosted at projectY cowork ● Work with LAMSCD team to help plan workshops, social events, and presentations for members and the community as needed ● Produce required monthly reports ● Assist with other administrative and property management roles as requested/needed, (and with support from the LAMSCD Executive Director): <ul style="list-style-type: none"> ○ Available to be “on-call” as the primary facility and business contact ○ Address tenant concerns and serve as the go-to person for our members ○ Be available to members and other users in-person, via phone, and email ○ Membership management, invoicing, and operations using our database platform ○ Contribute to social media, outreach, and newsletters, as well as explore possible partnerships ○ Some digital and print design work for promoting projectY events and programming <p style="text-align: center;">(Other projects and duties may be assigned.)</p>	
<p>TECHNICAL SKILLS: Required computer proficiency with Microsoft Office Word, and Excel and general familiarity with Google Suite. Staff member will be trained in a CRM database specific to the coworking space. Experience working in various social media apps, Canva, or other design applications, and some website management experience would be helpful.</p>	
<p>SUPERVISORY RESPONSIBILITIES: n/a</p>	
<p>JOB RELATIONSHIPS: The projectY cowork PROGRAM MANAGER - TEMP works collaboratively with the MainStreet and Creative District team as well as other LACDC programs, including the Chamber of Commerce.</p>	
<p>BUDGET RESPONSIBILITY: n/a</p>	