

LACDC Job Description

TITLE: projectY cowork PROGRAM MANAGER

TYPE: Full-time (40 hr/per week), Salaried
ANNUAL SALARY: \$48,000 - \$58,000 dependent upon experience

STANDARD WORKING HOURS: Generally M-F 8 am-5 pm - occasional evening hours and weekends

REPORTS TO: Los Alamos MainStreet and Creative District Executive Director

WORKPLACE: LACDC Suite – 150 Central Park Sq, Los Alamos, NM

SUMMARY: We are seeking a Membership & Program Manager for projectY cowork. The ideal candidate is a high-energy, personable individual who is a self-starter and great at multi-tasking. We're looking for someone who can run the day-to-day operations of projectY, give tours, maintain the coworking space, interact with members to identify how we can make their work environment even better, and market the space to prospective members, and do all of that with a positive, upbeat attitude! Although operations are the primary focus of this position, there is a great opportunity to work collaboratively with Los Alamos MainStreet & Creative District on several exciting initiatives.

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.

ESSENTIAL DUTIES AND RESPONSIBILITIES: Utilizing excellent customer service skills, the is responsible for:

- Familiarity with all other LACDC programs and services to be a knowledgeable source of information and referrals
- Manage day-to-day operations, including:
 - 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
 - Scheduling, billing, and coordinating conference rooms, and space rental at projectY cowork
 - 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
- Lead the social media and communications/marketing strategy for projectY as well as timely updates to the website
- Work with LAMSCD team to help plan workshops, social events, and presentations for members and the community as needed
- Explore possible partnerships and sponsorships for projectY cowork longevity
- Produce required monthly reports
- Research possible grant opportunities that help advance the small business ecosystem; lead relevant grant applications and reporting on behalf of LACDC
- Occasionally lead or assist with business surveys and communications, addressing small business challenges and identifying new programming to meet the needs of the business community
- Assist with other administrative and property management roles as requested/needed, (and with support from the LAMSCD Executive Director):
 - 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
 - Digital and print design work for promoting projectY events and programming

(Other projects and duties may be assigned.)

TECHNICAL SKILLS: Required computer proficiency with Microsoft Office Word, and Excel and general familiarity with Google Suite. The Program Manager 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.

SUPERVISORY RESPONSIBILITIES: n/a

JOB RELATIONSHIPS: The projectY PROGRAM MANAGER - works collaboratively with the MainStreet and Creative District team as well as other LACDC programs.

BUDGET RESPONSIBILITY: The projectY Program Manager may make expenditures and purchases necessary for operations of the coworking space and other duties; parameters will be set that will require the approval of their director supervisor.