



Posting Date: 10/21/2017

Title: Makerspace Coordinator, Part-Time

Point of Contact: jobs@nova-labs.org

Location

Nova Labs
1916 Isaac Newton Square West
Reston, VA 20190

About Nova Labs

Nova Labs is a Makerspace and community where individuals from all walks of life come together for the common purpose of unleashing their creativity and passion for making. The space is membership-driven and run by volunteers which creates an everybody knows your name type of environment.

Nova Labs hosts a full range of shops, equipment and interests from hand tools to CNC machines, laser cutters and robotics. Our current 10,500 sq. ft. facility located at 1916 Isaac Newton Sq. West houses classrooms, workspace, incubator offices.. Members enjoy 24-7 access and help co-manage our space by teaching classes, maintaining equipment, and promoting making in the community.

Nova Labs is convenient to the Wiehle-Reston East Silver Line Metro station.

[Learn more about Nova Labs.](#)

Job Summary and Responsibilities

Looking for a Customer Service Superstar who makes everyone feel welcome, assists with communications and membership tasks, and helps classes run smoothly at the makerspace. This person will report directly to the Board President (or her designee) and will be part of a Member and Volunteer Engagement Team with the following responsibilities:

- Kiosk Reception
 - Greet people who arrive in the space
 - Conduct tours
 - Process payments and donations
 - Supervise hospitality interns and volunteers

- Communications, Web, and Print Publishing
 - Follow up correspondence with donors
 - Edit the newsletter and other marketing media
 - Create content for social media
- Admin Support
 - Organize and track member, donor, and program information
 - Manage voicemail, e-mail, and in-person inquiries
 - Handle reimbursements
 - Process space rental contracts and payments
 - Schedule classes
- Membership
 - Issue access cards
 - Update signoffs for classes and safety waivers
 - Track and report membership growth, payment, and delinquencies
- Classes and Events
 - Maintain the calendar of classes and events
 - Meet event organizers who have rented the space and assist with event setup
 - Direct attendees to rooms
 - Handle conflicts, concerns, and complaints
- Operations
 - Coordinate volunteer work for members
 - Setup and reconfigure rooms
 - Coordinate needed repairs within community and with property management
 - Handle donations
 - Track and order supplies and equipment
 - Light cleaning, as needed

Qualifications & Requirements

- A people person who is friendly, approachable, and full of positive energy
- An organizer with demonstrated ability to multi-task while keeping track of details
- Takes initiative and is a fast learner
- Experience in community-based work, whether at a university, corporation, community center, nonprofit, etc.
- At least three professional references
- Successful completion of a background check after application
- Experience with Adobe Creative Cloud Suite a plus
- First Aid/CPR certification a plus
- Experience with laser cutter, silhouette cutter, or vinyl cutter a plus

Hours

- 10-20 hours per week
- Some nights and weekends are required to support Nova Labs hours of operations
- This position does not allow telecommuting