



Job Posting

Title: Makerspace Administrative Assistant, Part-Time
Contact: jobs@nova-labs.org
Posting Date: July 1, 2018

Location: 1916 Isaac Newton Square West, Reston, VA 20190.
Nova Labs is convenient to the Silver Line Metro Station at Wiehle-Reston East

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 member-driven and run by volunteers which creates a welcoming space where everyone is a creator, learner, mentor, and teacher.

Nova Labs hosts a full range of shops, equipment, and interests from hand tools to CNC machines, laser cutters, and robotics. Members enjoy 24-7 access and help co-manage our space by teaching classes, maintaining equipment, and promoting making in the community.

Learn more about Nova Labs: nova-labs.org

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 reports to the Board President (or her designee) and supports the Membership and Facilities Team Lead with the following responsibilities:

- Front Desk Reception
 - Greet visitors, direct and advise them of procedures
 - Conduct tours during open hours
 - Instructions on payments and donations procedures
- Classes and Events
 - Schedule and monitor events/dynamic class calendar
 - Meet event organizers who have rented the space and assist with event setup
 - Direct attendees to rooms
 - Redirect conflicts, concerns, and complaints
 - Ensure event rooms are clear prior to participants arrival
- Membership
 - Issue access cards
 - Update signoffs for classes and safety waivers
 - Forward and address membership requests
 - Update member database

- Operations
 - Coordinate volunteer work for members
 - Setup and configure rooms
 - Coordinate needed repairs within community and with property management
 - Handle donations
 - Light cleaning, as needed
- Communications, Web, and Print Publishing
 - Follow up correspondence with current and prospective members
 - Distribute outside inquiries to appropriate internal team leads
 - Compile content and edit the newsletter using MailChimp
 - Create content for social media using Facebook and Wordpress
 - Create marketing/promotional material for special events
- Administrative Support
 - Organize and track member and program information
 - Manage voicemail, e-mail, and in-person inquiries
 - Take and publish meeting minutes for Board meetings
 - Draft memos & correspondence for directors
 - Organize and maintain operations documents (hard copy files and GDrive)

Qualifications & Requirements

- A people person who is friendly, approachable, and full of positive energy
- Organized with demonstrated ability to multitask while keeping track of details
- Takes initiative and a fast learner
- Experience in community-based work, whether at a university, community center, nonprofit, etc.
- At least three professional references
- Successful completion of a background check after application

Preferred Skills

- Experience with Adobe Creative Cloud Suite (Photoshop, InDesign, etc.)
- Experience with Freshdesk
- First Aid/CPR certification
- Experience with laser cutter, silhouette cutter, vinyl cutter, or other tools within the makerspace

Hours

- 20-30 hours per week
- Includes some weekday evenings and weekends
- This position does not allow telecommuting