



Phinney Neighborhood Association
Program Coordinator Job Announcement, 10 hours a week
July 2021

Phinney Neighborhood Association Mission

The mission of the [Phinney Neighborhood Association \(PNA\)](#) is to build, engage, and support our diverse community through programs, services, and activities that connect neighbors and foster civic engagement.

Position Overview

The PNA is committed to building a culture of equity and inclusion, believing that a diversity of staff, Board, and programming is essential to achieving our mission. We are looking for someone who is willing to work with *and* challenge this organization and the community to be our most respectful, accepting, and sympathetic selves. The Program Coordinator position is responsible for assisting members in our Tool Library and Community Woodshop with a fixed schedule. This position is 100% onsite.

We are looking for someone who has excellent customer service skills and who enjoys empowering people to develop their own competences by helping members who visit the Tool Library and Community Woodshop. The Program Coordinator will be responsible for managing operations, volunteers and classes related to the Tool Library and Woodshop. This position is responsible for positively representing the PNA and Community Programs to members and the public. This position reports to the Program Director.

Essential Responsibilities

- Provide excellent customer service to all Tool Library and Community Wood Shop participants
- Assist members with tool rental, tool operation, and general advice including safe and proper tool use
- Oversee and record the flow of tools and users in and out of the library and shop via MyTurn software, including communicating rental policies, safety classes, and shop orientation
- Ensure all library and shop users are current PNA members via Salesforce
- Manage the tool inventory of library and shop by organizing, proper record keeping, and maintenance
- Receive, organize, and record tool donations
- Explore collaborative programming opportunities with other programs
- Manage Tool Library and Wood Shop volunteers
- Manage all aspects of Tool Library and Wood Shop classes and workshops
- Collect rental fees, sales and donations, and deposits following Finance Department guidelines
- Manage all aspects of the Tool Library and Wood Shop budgets
- Oversee all aspects of the Used Tool Sales event

Qualifications

- 2 years experience working with volunteers in community-based programs and activities
- Minimum of 2 years of experience and proven success with customer service
- Experience performing a variety of home repair, woodworking and DIY projects
- Ability to safely operate machinery, equipment, and tools necessary for woodworking

- Ability to establish and maintain effective working relationships with staff, visitors, and the general public
- Proven track record of excellent interpersonal skills
- Experience with Microsoft Office applications, including Outlook, Word, and Excel; prefer experience with Salesforce
- Excellent decision making and critical thinking skills
- Team-orientation and appreciation for community-building mission of the PNA
- Ability to work independently
- Ability to communicate effectively, both orally and in writing
- Position requires the ability to stand, stoop, climb stairs, lift objects up to 30 pounds and perform other similar actions during the course of a shift
- Ability to pass national criminal background check

Compensation

This is a 10 hour per week position, with a set schedule, which requires work on Saturdays. Pay range is \$20-22/hour DOE. Benefits include: 401(k) plan with employer match; self-paid Aflac products; a free PNA household membership with reduced costs for classes and room rentals; 3 weeks personal time off the first year, increasing annually; Christmas Eve – New Year’s Day off; and 8 paid holidays (total paid time off first year: 5.5 weeks). We offer a convivial, positive, and flexible working environment. The PNA is an Equal Opportunity Employer working towards a culturally diverse work place. Applicants representing the diversity of our community are encouraged to apply.

About the Phinney Neighborhood Association

Headquartered in a former elementary school, the PNA has developed an active community center that not only serves as a focus of the Phinney/Greenwood neighborhood, but also offers programs and activities that reach far beyond the immediate neighborhood, at five different sites in Phinney, Greenwood, and Ballard. Current programs include four preschool cooperatives, a licensed preschool and school age program at Whittier Elementary School, a hot meal program, the Greenwood Senior Center, PNA Village, an art gallery, a tool lending library, a business membership program, family memberships, room rentals, and countless special events that bring friends and neighbors together. We co-sponsor a summer farmers market and weekly contra dancing and folk music concerts. The PNA serves over 27,000 people each year, has 60 staff, 1,300 volunteers, and an annual budget of \$2.5 million.

To Apply

Please email a cover letter indicating your interest, how you meet the minimum qualifications, and a resume to apply@phinneycenter.org. Preference will be given to candidates who apply by July 16th at 5 pm.