



**Phinney Neighborhood Association
Rentals Assistant Job Announcement, 15 hours a week
December 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 Rentals Assistant assists with rentals of rooms in the Phinney Center (PC) and Greenwood Senior Center (GSC). This includes showing and scheduling rooms, communicating with renters, and handling contracts and payments and meeting department goals. This position is 100% in person. Room rentals support the Phinney Neighborhood Association's mission by building community and connecting neighbors through allowing access to our historic buildings for classes and events. Fees from rentals also go to support other PNA programming like the GSC and the Hot Meal Program. This position reports to the Rentals Manager.

Essential Responsibilities

- Guide prospective renters in choosing the site and room that fits their needs, considering budget, schedule, and/or space requirements
- Coordinate scheduling with other members of the rentals team and PNA staff
- Draft and execute rental agreements
- Invoice, collect, and track rental payments
- Communicate rental policies to ensure renters understand their responsibilities; enforce policies as needed
- Provide ongoing support to renters, anticipating their questions and providing information when needed
- Coordinate with Administrative staff to ensure proper staffing for rentals
- Be available to show rooms at the PC and GSC, with occasional evening and weekend availability
- Closing buildings, including walking between buildings and locking classrooms and outer doors at night
- Maintain renter files, payments, and other pertinent information in Salesforce
- Tidy up rooms if needed in between rentals and perform light administrative duties
- Meet rental revenue goals while balancing renters' needs with the needs of PNA programming and PNA events

Qualifications

- 1 year administrative assistant experience with a strong customer service background; experience working in a nonprofit a plus
- Ability to respond in a timely manner to a large volume of email, phone, and in-person inquiries about rental spaces

- Strong verbal, written communication and customer service skills
- Experience with event planning, managing rentals and negotiating rental agreements or contracts a plus
- Team-orientation and appreciation for community-building mission of the PNA
- Ability to work independently in an open office environment
- Good organizational skills, including long range planning and attention to detail
- A high level of proficiency with the Microsoft Office Suite, including Word, Excel, and Outlook
- Experience with Salesforce a plus
- Ability to work evening and weekend hours
- Excellent decision making and critical thinking skills
- Ability to travel, sometimes on short notice, between our sites (about 1.3 miles)
- Position requires occasional lifting of up to 25 pounds and ability to climb stairs and walk between buildings on Phinney Center campus, working at the computer and using a phone for much of the day. Employee is regularly exposed to a busy community center, with multiple classes/events/meetings going on simultaneously, and community members coming into the center. The noise level and temperature in the work environment can fluctuate. Noise level is occasionally moderate.

Compensation

This is a 15 hour per week Monday through Friday position, primarily working daytime hours with some flexibility depending on building use and renters' needs paying \$18/hour. Benefits include: 401(k) plan with employer match; 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 paid holidays. We offer a convivial, positive, and flexible working environment.

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 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. 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.

To Apply

Please email a cover letter indicating your interest, how you meet the minimum qualifications, and a resume to apply@phinneycenter.org. Position is open until filled.