



Phinney Neighborhood Association

DIY Hub Program Coordinator Job Announcement, 15 hours a week

June 2022

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.

We are looking for someone who has excellent customer service skills and who enjoys empowering people to develop their own competencies by helping members who visit the Tool Library and Community Woodshop. The DIY Hub Program Coordinator will be responsible for managing operations, volunteers, and classes related to the Tool Library and Woodshop and is responsible for positively representing the PNA to members and the public. There is some flexibility in the schedule, to be agreed upon with the supervisor upon hire, with set shifts Friday 1 pm-6 pm, and Saturday 8:30 am-1:30 pm. We are willing to consider two candidates to share this position to alternate weekly schedules. This position reports to the Program Director.

Essential Responsibilities

- Provide excellent customer service to all Tool Library and Community Woodshop users
- Assist members with tool rental, tool operation, and general advice including safe and proper tool use
- Manage and record the flow of tools and users in and out of the library and shop via MyTurn software
- Manage administration of woodshop class registrations, space reservations and email inquiries
- Ensure clear communication about rental policies, safety procedures and shop access to all users
- Confirm all library and shop users are current PNA members via Salesforce
- Manage the tool inventory of the library and shop utilizing excellent organizing, proper record keeping, and regular maintenance
- Receive, organize, and record tool donations
- Explore collaborative programming opportunities with other programs
- Manage Tool Library and Woodshop volunteers in collaboration with the Volunteer Manager
- Collect and deposit rental fees, sales and donations following Finance Department guidelines
- Oversee all aspects of the Used Tool Sale event

Qualifications

- 2 years of 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, volunteers, customers, 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 organization, time management and decision-making skills
- Team orientation and appreciation for the 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 50 pounds and perform other similar actions during the course of a shift
- Ability to pass national criminal background check

Compensation

This is a 15-hour per week Monday through Saturday position paying \$20-\$23/hour DOE. Benefits include: 401(k) plan with employer match; 3 weeks personal time off the first year, increasing annually; Christmas Eve – New Year’s Day off; paid holidays; self-paid Aflac products; and a free PNA household membership with reduced costs for classes and room rentals. 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 70 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.