Cowork Community Coordinator (Full-Time Position)
Open until filled

POSITION OVERVIEW

The Center for Craft, a national 501c3 nonprofit arts organization has advanced the understanding of craft in the United States for the last 25 years. Located in downtown Asheville, North Carolina, the Center’s facility offers public galleries, an coworking space designed for and by makers, lecture and event space, and conference rooms where local creatives and national groups can gather to communicate, innovate, and be inspired. We believe that craft is for everyone.

The Community Coordinator (FT) works in coordination with the Operations Team and is the day-to-day lead and support person for operations at Cowork at Center for Craft, providing support to members, and directly impacting growth and retention. The ideal candidate will be connector of people with an authentic, positive attitude and a desire to serve. Proven experience in hospitality or community building is a plus.

This position is full-time and exempt, working on-site Monday - Friday, with occasional evenings and weekends. Reporting to the Director of Operations, the position is the primary liaison with the coworking membership and facility rentals, serving as the forward-facing lead for customer service and inquiries. In addition, the position supports the Director of Operations in managing contractors for the upkeep and maintenance of the Center’s historic 1912 facility. Starting salary is $38,000 with full benefits to include Medical/Dental, Life Insurance, LTD and STD, and 401K as well as three weeks paid leave and recognized federal holidays.

QUALIFICATIONS

● Strong verbal and written communication skills
● Demonstrated project management skills
● Proven relationship-builder with strong interpersonal skills and a passion for the local creative and entrepreneurial community
● Advanced technical skills and working knowledge of: Google, Microsoft Office, Adobe Suite, and Nexudus or a similar CRM platform (must be comfortable using a Mac)
● Experience with content generation, social media platforms, and basic graphic design
● 2+ years of hospitality or community building experience with an excellent track record in customer service, sales and/or business operations

JOB DUTIES INCLUDE

Cowork (50%):
● Foster an inclusive environment and create opportunities for engagement and collaboration through personal introductions and cowork community events.
● Conduct tours for prospective members and oversee new member onboarding, helping
prospective members select the best coworking plan for their needs.

- Meet projected occupancy % and monthly revenue goals through sales and retention.
- Utilize Cowork’s CRM platform (Nexudus) to its fullest capacity to automate workflows, streamline operations, support membership and maintain accurate records.
- Create a welcoming and optimal workspace for members and guests by maintaining cleanliness and ensuring that everything is operational, organized, and communicated.
- Support the implementation of marketing and communications strategies for Cowork.
- Serve as our representative to the broader community and get involved in activities that build community awareness and public support of Cowork at Center for Craft.

Event and Meeting Rentals (30%):
- Monitor and promptly respond to all event and meeting rental inquiries.
- Provide interested parties with information on space, pricing, facility guidelines and availability.
- Coordinate event details, execute rental agreements, and manage billing for rentals.
- Serve as the main point of contact and coordinate necessary staffing for event and meeting rentals.

General Operations (10%):
- Ensure that all coworking and rental spaces are clean and in working order.
- Remain knowledgeable and prepared to implement emergency response procedures.
- Coordinate appropriate staffing for Cowork programs and event/meeting rentals.
- Provide communications of building operations to coworkers and parking tenants.

Parking Leases (5%):
- Manage parking for coworking members and external parking tenants.
- Execute parking agreements, manage billing for parking spaces, and maintain waitlists.
- Communicate with parking tenants in advance on any conflicts, city closures, or facility needs and coordinate off-site parking as needed.

Technology (5%):
- Hold administrative knowledge of coworking management software and integrations, door access systems, A/V, conferencing and networking technologies.
- Ensure all audio, visual, and conferencing equipment is accurately inventoried, securely stored, and remains in working order and any issues are resolved in a timely manner.
- Identify and implement IT solutions to streamline systems and procedures.

The Center for Craft is an Equal Opportunity Employer. We do not discriminate against any individual or group of individuals on the basis of age, color, disability, gender, national origin, race, religion, sexual orientation, or veteran status. The Center encourages applications from candidates who can complement the Center for Craft’s Diversity, Equity, Accessibility, and Inclusion work by offering unique perspectives and understanding of issues impacting groups that have been traditionally under-represented in the field. Submitting an application does not constitute a promise or guarantee of employment.

TO APPLY
Please send application form, cover letter, and resume to Director of Operations Erika Kofler at ekofler@centerforcraft.org. No phone calls please. Offer of employment is contingent on successfully passing a background check.
ABOUT THE CENTER FOR CRAFT

Founded in 1996, the Center for Craft is the leading organization in the United States identifying and convening craft makers, curators, and researchers, and matching them with resources, tools, and networks to advance their careers. Over the years, the Center has become a vital community resource, serving thousands of visitors annually. As a national 501c3 nonprofit organization dedicated to advancing the field of craft, the Center administers more than $500,000 in grants to those working in the craft field. Follow the Center at centerforcraft.org, and on Facebook and Instagram.