Operations Assistant
Programming, Office Admin, Facilities, and Project Management

About the Forge Greensboro
We are a community workspace, learning center, and creative space. As a Makerspace, we provide training and access to tools and technology from the conventional to the high-tech. Our members use our tools and technology to develop their ideas, create their art, or pursue their hobbies. With our tools, talent, and community, we empower startups, freelancers, and creative professionals to access resources, to grow their businesses, and make meaningful networking connections in an innovative space.

Our community is diverse, open, and friendly. We are entrepreneurs, fabricators, inventors, prototypers, designers, craftsmen, artisans, and artists. We are Makers.

About the Position
As an Operations Assistant you will administer and improve key revenue programs at the Forge focusing on membership and classes. The Operations Assistant will ensure communications with and amongst guests, members, instructors, and management are clear and meaningful in an effort to ensure that expectations and operations align with the Forge's policies and support the overall mission of the Forge. Growth of these programs and progress towards achievement of predetermined goals will be directly linked to growth of the position.

This position may be a paid internship or Part-Time or Full-Time position depending on candidate and skill sets. Compensation package will depend on qualifications, experience, and desired PT/FT availability.

Primary Responsibilities

- **Programming**
  - Schedule and promote events and classes
  - Coordinate with instructors
  - Survey class participants and members and track data trends
  - Proactively consider improving user experience, finding new markets, finding new revenue
  - Manage an active budget

- **Facilities**
  - Assist in maintenance and improvement of the facility
  - Answer public-facing phone calls and emails with appropriate professional customer service-friendly demeanor.
  - Assist visitor sign-in and member check-in protocols
  - Accept member or client payments and record appropriately
  - Track stocks of office supplies and place orders when necessary

- **Admin**
  - Submit timely reports and prepare document drafts as assigned
  - Make informed recommendations for changes to handling of money, deposits, document filing, or other Front of House protocols to improve workflow
- Provide administrative support to management -- data entry into appropriate spreadsheets, updating databases, budget, and related tasks

**Team management**
- Coordinate efforts with other volunteers, interns, members, and other staff as the Forge grows
- Communicate with a team electronically and in person
- Follow up on tasks assigned to team members, coordinating between the Executive Director and other team members
- Exhibit and utilize project management skills (keeping an eye on timelines, deadlines, managing project documents)

**Desired Qualifications**
- Sales/hospitality or customer service experience, and/or highly personable and willing to learn
- Event operations/logistics experience, and/or highly detail-oriented, technically savvy, and willing to learn
- Experience as an office administrator, office assistant, or similar relevant role, and/or highly detail-oriented, technically savvy, and willing to learn
- Proficiency in Office (Word, Excel) and can translate those skills to cloud-based platforms (such as Google suite: Google Docs, Google Sheets; Dropbox, or others)

**Core Competencies**
- Friendly, socially flexible, welcoming customer service skills and an ability to interact with a diverse audience -- we have visitors ranging from corporate investors to students learning how to weld, to teachers bringing in K-12 students
- Organized, detail oriented, and can manage own priorities and assignments with minimal direct supervision (after appropriate training) -- searches for solutions to problems first before asking supervisors, but able to ask questions for clarification as needed.
- Collaborative and able to manage volunteers, members, interns, and other staff as the organization grows
- Exceptional written and verbal communication skills; ability to draft professional correspondence with minimal error
- Time and budget conscientious

**To apply:**

Please send an introductory email including your preferred employment status (paid internship; part-time or full-time position) with a **resume and cover letter** attachment to Joe Rotondi (jrotondi@forgegreensboro.org)