

## Site Operations Manager

<b>Effective Date:</b> TBD	
<b>Job Title:</b> Site Operations Manager	
<b>Job Classification:</b> Part Time	
<b>Salary:</b> \$15/hour.	
<b>Job Purpose:</b>	
Drive growth to the organization by being a site ambassador and educator for the public and our members.	
<b>Goals and Objectives:</b>	
<ul style="list-style-type: none"> <li>● Maintain communication between Members, Guests and the Board</li> <li>● Facilitating all aspects required to get new members fully functional</li> <li>● Maintain a welcoming space for all to create</li> <li>● Improve space utilization by members</li> </ul>	
<b>Reporting Relationships:</b>	
<b>Title of position to whom this job reports:</b>  Alex Wingeier, Primary William Stilwell, Secondary	<b>These positions report to this job:</b>  N/A

**Duties and Responsibilities:**

- Greet guests and give tours
- Conduct orientation and security walk through for new members
- First point of contact for any guest or member
- Answer questions in person, email, social platforms and slack
- Assist with core classes to facilitate the onboarding of new members
- Work on approved space improvement projects
- Perform scheduled, routine maintenance on equipment
- Basic cleaning of common areas and bathroom wipe downs.

**Key Technical Skills and Knowledge:**

- Public speaking
- Ability to interact with the public and community at large
- Self Starter, be able to recognize needs and act upon them
- Ability to ask questions and gather information

**Performance Measures:**

- 90% of new members processed with 14 days
- Core class waitlist not to exceed 2 weeks
- Written communication response time of < 1 business day
- Checklist completion rate for maintenance