



16 TECH COMMUNITY CORPORATION JOB DESCRIPTION

POSITION: MACHYNE COMMUNITY MANAGER

STATUS: Exempt
ORGANIZATION: 16 Tech Community Corporation
REPORTS TO: Chief Operating Officer

ORGANIZATION OVERVIEW

Machyne is a 15,000 square foot makerspace in the heart of the 16 Tech Innovation District, owned by the non-profit 16 Tech Community Corporation. A workshop well-equipped with high-tech and classic design and fabrication resources, Machyne offers a full spectrum of tools, classes, and events to a diverse community of members. The makerspace helps people turn their ideas into physical and digital products with a variety of tools including woodworking and welding equipment to 3D printers and laser cutters to desktop and virtual reality design resources. Community members represent a diverse group including professional designers, engineers, and fabricators who wish to create new product prototypes and inventions; K-12 students looking for hands-on STEAM experiences; hobbyists who wish to bring their projects to life; and adults interested in exploring workforce development opportunities, among others. The mission of 16 Tech's makerspace is broad: its true product is the sense of shared optimism among community members that comes from learning and making together.

Located in HqO, the innovation hub at 16 Tech, Machyne operates in a vibrant building that includes flexible office space and an artisan marketplace and food hall with food, beverage, and event space. Creative opportunities exist to collaborate on bundled memberships, services, resources and unique experiences to produce together.

16 Tech Community Corp is a proud equal opportunity employer committed to an inclusive work environment and to building a team that reflects the rich diversity of our community. People of color, people with disabilities, and people of diverse sexual orientations, gender expressions, and identities are encouraged to apply.

To learn more, please visit www.machynemakerspace.com.

POSITION OVERVIEW

The Community Manager for Machyne will be responsible for building, uplifting and amplifying the 16 Tech makerspace community through member and event management.

Machyne is a community for designers, entrepreneurs, fabricators, technologists, creatives, educators, and more. Many members will be attracted to the “mission of making” at the makerspace, but not all members actually *use* these tools. It is critical to maintain a culture of optimism, learning, empowerment, and community, all in a social yet professional manner.

Because the majority of the members of the makerspace will be new to the maker culture, a positive and friendly personality, empathy for novices, comfort communicating with all manner of personality types (from techies to artists), and a hospitality or service-oriented mindset are key.

JOB RESPONSIBILITIES

Membership management & engagement

- Manage individual member needs (special requests, billing, refunds, etc.)
- Build community through regular member communications and events
- Manage member communications including newsletter, community management app, etc.
- Coordinate with studio tenants to develop programming and events specific to their needs; negotiate pricing and/or in-kind trades with these organizations
- Welcome visitors and guests, respond to questions and inquirers and coordinate/lead tours
- Manage minor disagreements among members or infractions between members and the makerspace policies; bring larger disagreements to awareness of management

Event coordination & management

- Plan and execute mix events ranging from members-only events to larger events with 50 to 75 people. Identify and reach out to prospective groups to increase awareness of Machyne (e.g. meetups, hobby organizations, etc.).
- Coordinate event marketing with 16 Tech marketing and communications team; execute outreach
- Coordinate with 16 Tech anchor tenants & innovation partners on industry related and cross-functional events/conferences
- Coordinate calendar & logistics for programming and events including furniture, catering, A/V needs for events
- Responsible for managing event leads and facilitating external group events on site
- Capture or coordinate capture of media from events

Makerspace/community management and admin

- Interface with instructors to teach classes at the makerspace. This includes identifying classes which the membership wants but which are not specifically related to tools (for example coding, web design, entrepreneurship, marketing, graphic arts, and more) and helping to recruit instructors, scheduling, allocating resources and marketing for these classes.
- Manage members, volunteers, interns, apprentices, and others who wish to help with various aspects of the makerspace operations

- Maintain records (memberships, events fees, basic accounting, timesheets for part-time employees, interns, and apprentices)

Communications & Outreach

- Partner with 16 Tech Marketing & Communications team to promote the products of the makerspace (events, classes, memberships, studio rentals), and assist with content creation to market these products
- Identify member projects, stories, or experiences to highlight through various communications channels (including media, social media, newsletter, blog, and more)
- Coordinate with neighborhood schools, partners and STEM-related groups to increase engagement with Machyne especially K-12 experiences and workforce development

QUALIFICATIONS

It is preferable that the Community Manager have expertise in at least one of the following skills and basic experience in several of the following: community management, sales/marketing, events planning, hospitality, public speaking, writing, photography/videography/social media, and/or graphic arts. A willingness to learn a wide variety of skills and flexibility to adapt to different situations while maintaining a professional and friendly demeanor are vital to success in this role.

Individuals with experience in retail, restaurant/hotel management, events management, non-profit administration, or fast learners who can capably manage people of varied personality types in a dynamic **environment and** with a smile are encouraged to apply.

DETAILS

The Community Manager will coordinate closely with the Workshop Manager, both of whom will report to the Chief Operating Officer.

- Approximate hours 9 AM - 5 PM, 5 days a week, with occasional evening and weekend requirements
- Salary and benefits commensurate with experience
- Applications will be accepted on a rolling basis; interested candidates should submit their resume and cover letter to careers@16tech.com.

16 Tech Community Corporation and related entities are Equal Employment Opportunity and Affirmative Action Employers. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status.

More information is available at www.16tech.com.