



The Seattle Chinatown International District Preservation and Development Authority (SCIDpda) is a community development organization whose mission is to preserve, promote, and develop the Seattle Chinatown International District (CID) as a vibrant community and unique ethnic neighborhood. Formed by the community in 1975, SCIDpda works to revitalize and preserve the neighborhood by providing services in four areas: affordable housing and commercial property management, real estate development, and community economic development and community engagement. We have over a 40-year success record of increasing neighborhood sustainability through innovative programs and projects that balance development and preservation. For more information refer to www.SCIDpda.org

Currently there is a full-time Program Liaison position open with Hing Hay Coworks, a program of the SCIDpda.

SUMARY OF POSITION: A program of SCIDpda, Hing Hay Coworks (HHC) is a shared workspace and community development hub that seeks to help its communities thrive through the cultivation and support of local small businesses by providing technical assistance, space, and community resources for economic growth. Centrally located in the heart of Seattle's historic Chinatown International District (CID) and minutes away from downtown, HHC is the ideal workspace for local entrepreneurs, freelancers, startups, and nonprofit organizations that value a sense of community and camaraderie while getting their work done.

We are looking for a creative and outgoing person who loves interacting with people and cultivating a collaborative community. In this position you will ensure that each and every member has a great experience at Hing Hay Coworks. This includes day-to-day operations as well as the development of marketing campaigns and events. This position offers an individual plenty of opportunity to conceive, develop, and implement ideas that align and further our program.

DUTIES AND RESPONSIBILITIES

Program Operations

- Development and implementation of marketing, public relations, and communications strategies to support program goals and increase target segment awareness
- Relationship building with potential clients, agencies, associations, vendors, institutions, and other likely partners
- Track program statistics and maintain program database
- Track memberships and revenue and report to SCIDpda accounting staff
- Oversee overall vision and direction of Hing Hay Coworks
- Supervise interns/work-study students
- Light cleaning and lifting of objects of up to 25 lbs
- Availability to do occasional evening and weekend work
- Coordinate with facilities team on building operations and maintenance
- Working within the parameters of the 2019 budget
- Maintaining vendor relations and managing inventory of office supplies
- Maintain relations and membership within the Seattle Collaborative Space Alliance

Member Relations

- Manage membership intake, orientation, inquiries, and other day-to-day customer-service tasks
- Create warm and welcoming environment for members and guests of Hing Hay Coworks
- Programming and coordinating member events to create a fun, active, and productive space for members
- Point of person contact for all members, assists with IT support, accounting issues, account issues
- Maintaining proper paperwork and filing of member documents

Events

- In partnership with business development staff, program and implement business resource activities
- Plan and execute two Asian American and Pacific Islander Arts & Crafts Fairs per year
- Assist and staff outside bookings made for the space

REQUIREMENTS & QUALIFICATIONS

- Bachelor degree or equivalent work experience. Communications, marketing, business admin, PR, or design degree a plus
- At least 2 years of experience in a customer service or customer-centric position
- Demonstrated ability to work with a wide variety of stakeholders
- Must have excellent time management skills, be highly organized, and able to work well independently as well as in a collaborative environment
- Must have strong interpersonal, written and oral communications skills
- Demonstrated ability to juggle multiple projects
- Knowledge of Microsoft Office with preference for strong experience with Excel, Word, and Powerpoint; experience with Illustrator, Photoshop, and/or Publisher a bonus
- Knowledge of Seattle's Chinatown International District, ability to speak conversationally in an Asian language preferred.

This position description generally describes the principle functions of the position, the level of knowledge and skills typically required and the general scope of responsibility. It is not intended as a complete list of specific duties and responsibilities and should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned including work in other functional areas to cover absences or relieve other employees, to equalize peak work periods or otherwise to balance the workload as needed.

To apply for this position, please submit a **resume and cover letter** to employment@SCIDpda.org