



Business & Membership Coordinator

POSITION TITLE: Membership Coordinator

REPORTS TO: Executive Director

EMPLOYMENT STATUS: Part-Time (In-Person)

COMPENSATION RANGE: \$19 - \$22 / hour

**Note: This role requires working flexible shifts, including weekends and evenings.*

OUR MISSION

Generator operates at the intersection of technology, science, and art, functioning as a shared classroom, artist studio space, and business incubator. We offer the community access to tools, professional expertise, education, and collaborative opportunities to bring creative concepts to life.

ROLE OVERVIEW

The Business & Membership Coordinator serves as a key administrative hub, bookkeeper, and logistical coordinator, directly interfacing with our member community while managing critical business workflows. This individual will focus on growing and refining the membership experience to ensure it remains accessible, welcoming, and fully supportive of our vibrant maker ecosystem.

CORE RESPONSIBILITIES

- Deliver exceptional customer service by addressing member inquiries regarding billing, events, guidelines, and other general requests.
- Maintain consistent and proactive communication with members across digital forums, email, phone, and face-to-face interactions.
- Manage user onboarding and offboarding workflows, handling application reviews, payment scheduling, user surveys, and administrative transitions.
- Execute daily data entry and update member profiles across internal CRM databases and payment processing platforms.
- Collaborate with the broader team to formulate and execute member retention and recruitment strategies.
- Conduct engaging guided tours of the facility for prospective members and visiting guests.
- Keep public resources, internal operational rules, and scheduling calendars updated to guarantee a safe, productive space.
- Organize community engagement initiatives and social events that highlight and support our members.

ADDITIONAL DUTIES

- Participate in scheduled staff and team meetings as requested.
- Provide backup operational support as determined by the leadership team.
- Assist with and attend community events whenever possible.



DESIRED QUALIFICATIONS

- 1+ years of experience working within CRM systems or payment portals (such as HubSpot, Salesforce, PayPal) or a strong demonstrated aptitude for learning new software applications quickly.
- Proficient user of Google Workspace (G-Suite) or Microsoft Office suite, including documents, spreadsheets, and presentations.
- 1+ years of background in customer service or public-facing roles.
- Highly organized with rigorous attention to detail and accurate records management.
- Outstanding verbal and written communication capabilities.
- Proven ability to manage individual daily workloads and meet project deadlines within a fast-paced, collaborative setting.
- Comfortable taking the initiative to converse and develop rapport with new individuals.
- Proactive and solutions-oriented mindset when tackling challenges.

**A formal degree is not required; relevant practical experience and community enthusiasm are valued equally.*

COMPENSATION & BENEFITS

- Complimentary Generator community membership.
- A vibrant, team-oriented workspace and enthusiastic maker community.

To apply, please submit the following materials:

1) Current resume, 2) Cover letter, and 3) References (at least 3) sent directly to greg@generatorvt.com. Please compile your application as PDF files following this naming convention: LastName.Resume.pdf

Generator is dedicated to creating an equitable workplace that celebrates a rich diversity of backgrounds, perspectives, and experiences. Candidates of all backgrounds and identity markers (including race, age, gender expression, communication style, or ability) are warmly encouraged to apply.