

Job Title: Community Manager - Houston
Job Location: Houston, TX
Job Level: Full-Time (Salary)

Job Summary:

Greentown Labs, the largest climatetech startup incubator in North America, [is expanding to Houston in 2021](#) to be the first climatetech-focused incubator in the city and serve as an on-the-ground catalyst for climate action in Houston. Greentown Labs is hiring a dynamic, mission-oriented, self-starter Community Manager to oversee and manage Houston's rapidly growing community of cleantech and climate-oriented startups. This person will foster and curate Greentown Houston's community programming to suit and exceed the needs of its startups, ensuring the incubator experience is valuable and impactful for each member. We expect this position to be fully virtual until the new incubator location opens in Spring 2021 in Houston's Innovation District.

The Community Manager is responsible for startup membership management which includes, but is not limited to, fielding member questions and requests, anticipating needs and identifying new resources for Greentown members, facilitating introductions to relevant mentors, encouraging and facilitating connections among our member community, and proactively providing services and resources to our members as they grow their businesses. The Community manager will also actively promote members and the community through social media platforms, media, and on site tours. To be successful in this highly collaborative role, the Community Manager must work seamlessly with the entire Greentown team, across both locations, to ensure top-notch customer service for our member community. The right candidate will be a creative thinker, enthusiastic networker, and detail-oriented project manager with a passion for supporting early-stage, climatetech entrepreneurs. This position will report directly to the Community Director located at Greentown's headquarters in Somerville, Massachusetts, but be physically located in Houston, TX.

Primary Responsibilities of the Role:

Community Engagement

- Work with the Greentown team to build a supportive community and incubation space for climate and cleantech startups in Houston and liaise with Houston ecosystem organizations and other relevant regional startup support organizations;
- Work with the Greentown Community team to facilitate cross-community connections, ensuring our members are collaborating and connecting with each other as often as possible;
- Serve as a first point of contact for Greentown Houston startup members to address the needs of this community, often liaising with other Greentown team members;
- Day-to-day management of, engagement with, and strategic planning for the Houston member community in partnership with Greentown Houston and HQ teams;

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- Support the recruitment, evaluation, support, and onboarding of new members;
 - Support onboarding of new member companies; introduce all new Houston member company employees to our community's policies, procedures and guidelines
 - Support ongoing maintenance of our intranet and other member communications channels (e.g., Slack);
 - Assist with the creation, localization, and distribution of Greentown Houston member resources and benefits;
 - Lead regular tours through Greentown Houston for prospective member startups and other visitors; and
 - Assist with the administration of community surveys, especially for the Houston member community.

Events & Marketing Coordination

- Spearhead event planning and execution of programming for both community and external events in collaboration with the Greentown Houston and HQ teams;
- Collaborate with the Greentown marketing and communications team to ensure effective and consistent messaging, collateral, and promotion of all events;
- Develop marketing content, including prose, photos, and videos, for social media channels, website, and newsletters to highlight the Houston ecosystem, Greentown Houston and its startup members.

What are we looking for?

You, generally, are:

A hard-working, organized, and enthusiastic individual. You're driven with an entrepreneurial spirit. You're resourceful, creative, collaborative, and have a knack for connecting people. You enjoy working on teams but also thrive when assigned individual projects. You're personable and empathetic, and you have a unique ability to connect with people and forge meaningful relationships. You have a keen ability to manage multiple projects and change priorities in stride. You have experience with and genuinely enjoy working at a startup or within a startup ecosystem, and you're passionate about building community.

Your education + experience include:

- Bachelor's degree or equivalent in a relevant field;
- 2-5 years of post-college experience;
- At least two years working to foster community in some capacity (professionally or personally);

- Experience with project management, time management, event management, and customer service;
- Excellent written and verbal communication skills;
- Experience using digital marketing tools such as mailchimp, mail merge, CRM, and social media marketing management;
- Experience in the cleantech, climate action, or environmental industry is a plus;
- Strong public speaking skills; and
- An interest in learning on-the-job, a can-do attitude, and comfort in being pushed outside of your comfort zone.

Benefits + Perks:

- A flexible, fun, supportive working environment;
- Generous parental leave policy and benefits package including medical, dental and vision insurance and 401k plan; and
- Work at the largest climatetech incubator in North America which includes an awesome community of mission-driven entrepreneurs and endless networking opportunities.

Recruitment Process + Next Steps:

Please send your resume, a short cover letter, a list of three references, and brief answers (maximum two paragraphs each) to the three questions below to talent@greentownlabs.com. The subject of your email should be “Community Manager- Houston: [Your Name]”.

The ideal start date for this position is January 4, 2021, if not sooner.

Your cover letter must address:

1. Why you're a good fit and why we would be psyched to have you join us;
2. Your salary requirements; and
3. The date you're available to start.

Additional questions:

1. Why are you interested in the climatetech startup space?
2. How would you define community?
3. What do you think are the three most critical resources for a climatetech entrepreneur?

Equal opportunity:

Greentown Labs seeks to fully represent our community and constituencies—particularly low-income communities and communities of color—to amplify those voices and provide opportunities to participate in the direction and leadership of the organization. We actively encourage candidates from broad, diverse backgrounds to apply.

Greentown Labs is an Equal Opportunity Employer and we do not discriminate against any employee or applicant for employment because of race, color, sex, age, national origin, religion, sexual orientation, gender identity and/or expression, status as a veteran, and basis of disability or any other federal, state or local protected class.

About Greentown Labs:

Greentown Labs is a community of climatetech and cleantech pioneers working to design a more sustainable world. As the largest climatetech startup incubator in North America, Greentown Labs brings together startups, corporates, investors, policymakers, and many others with a focus on scaling climate solutions. Driven by the mission of providing groundbreaking startups the resources, knowledge, connections, and equipment they need to thrive, Greentown Labs offers prototyping and wet lab space, shared office space, a machine shop, an electronics lab, software and business resources, a large network of corporate customers and investors, and more. Greentown Labs' 100,000-square-foot campus in Somerville, MA is home to more than 100 startups and has supported more than 300 startups since the incubator's founding in 2011. These startups have collectively created more than 6,500 direct jobs and have raised more than \$1 billion in funding. Greentown's second-ever location will open in Houston, TX, in spring 2021. For more information, please visit www.greentownlabs.com or [Twitter](#), [Facebook](#), and [LinkedIn](#).