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**Job title:** Operations Coordinator  
**Location:** Somerville, MA (Greentown HQ)  
**Job level:** Full-time, salaried

**Job summary:**

Greentown Labs, a mission-driven social enterprise, proudly fosters a vibrant culture emphasizing teamwork, positivity, personal growth and passion. We seek employees who share our zeal for clean technology, sustainability, entrepreneurship, and wish to grow with a thriving organization. As the largest climatetech startup incubator in North America, the mission of Greentown Labs is to enable entrepreneurs to focus on their inventions that will solve the world's most pressing climate and environmental problems.

The Operations Coordinator will report directly to the Vice President of Operations. This role is focused on flexibly delivering office space to startup companies. The Operations Coordinator plays an important role coordinating member and operational needs in support of the Operations team and additionally the community and finance teams and assisting in internal operations-related projects.

We expect you to be willing to learn and take on new responsibilities not captured in this job description as the need arises in different areas of internal and member related operations. Greentown is experiencing a tremendous period of growth with our recent expansion to Houston, Texas and growth in our Somerville membership. Your role will be critical in helping to improve and standardize our processes, data, and member experience.

**Primary responsibilities of this role:**

- Manage the assignment, preparation, delivery and receipt of desk and office space for members across the campus by maintaining and updating space maps, providing tours, and communicating availability and changes with the team.
- Support the community team by managing the administrative process of onboarding and offboarding member companies and their staff including setting up profiles on Greentown's member portal, creating and issuing key fobs, setting up access to our community Slack, collecting needed paperwork. You will also play a key role in working to improve, streamline, automate and document this process as Greentown continues to grow.
- Assist in collection, entry and analysis of member data into Greentown's CRM, Salesforce.
- Spearhead the generation and presentation of space occupancy reports and reporting for desks, prototyping lab and wet lab for the team.
- Assist in Operations team communications to the member community.
- Assist in developing policies, processes, procedures and workflows applicable to operations team and other departments as needed.

- Assist in gathering, organizing, and updating paperwork and documents.
- Manage mail and packages, both incoming and outgoing.
- Assist in recruitment of interns/COOPS and operations staff.
- Support the management of our internal ticketing system, JIRA, and communicate with members in a professional manner.
- Maintain office supplies, inventory, and ordering.
- Other admin and general operational support duties as needed.
- Be able to rapidly take on new responsibilities in a fast-paced growth environment.

**Required Skills & Experience:**

- Bachelor's degree in science, engineering, business, marketing or related major with a strong academic record.
- Highly organized with excellent time management skills.
- Relevant experience displaying initiative and leadership.
- An interest in learning on-the-job, a can-do attitude, and comfort in being pushed outside of your comfort zone.
- Ability to prioritize and juggle multiple tasks at once.
- Excellent written & verbal communication skills.
- Can-do attitude & an eagerness to learn!

*A passion for climate action and the cleantech industry is a significant plus.*

**Benefits + Perks:**

- A flexible, fun, supportive working environment;
- Monthly MBTA Link Pass and on-site bike racks and showers;
- Generous parental leave policy and benefits package including medical, dental and vision insurance and 401k plan; and
- Access to the largest climatetech incubator in the United States which includes an awesome community of mission-driven entrepreneurs and endless networking opportunities.

**Physical Demands + Working Environment:**

- A fast-paced work environment;
- This position requires extended periods of prolonged standing, movement up and down stairs and around the Somerville Campus; and
- This person must be able to lift or move items up to 50lbs using proper lifting techniques.

**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](mailto:talent@greentownlabs.com). The subject of your email should be "Operations Coordinator: [Your Name]".

*The ideal start date for this position is March 1, 2021.*

**Your cover letter must address:**

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

**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.

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](http://www.greentownlabs.com) or [Twitter](#), [Facebook](#), and [LinkedIn](#).