

Job Title: Member Resource Manager
Job Location: Houston, TX
Job Level: Full-time (Exempt)

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 Member Resource Manager to enable climatetech entrepreneurs to successfully and safely develop technology and prototypes. Furthermore, this role is focused on securing the resources needed to help those startups excel and will support startups by maintaining and managing the incubation space as well as curating resources used by members of the community. **This position is based in Houston, TX, but will be fully remote until the new incubator location opens in Spring 2021 in Houston's Innovation District.**

The Member Resource Manager has four primary responsibilities: 1) managing Greentown's prototyping and lab spaces to support member's needs, 2) managing and delivering member resources including tools, equipment, software, and university resources, 3) serving as Greentown Houston's Safety Officer, including managing safety programs and policies to ensure Greentown Labs is a safe place for all to work, and 4) managing the physical infrastructure of the buildings, building systems, and grounds that make up the Greentown Labs Houston Campus.

Most importantly, the Manager should be excited to work with entrepreneurs and help them solve facilities challenges what will be core to the entrepreneur's success. The Manager will also be responsible for bringing new ideas to the organization on how to better run the operations of the incubator and support our member companies. This position reports to Greentown Labs' Vice President of Operations in Somerville, MA, but will be **physically located in Houston, TX.**

The major responsibilities of the Member Resource Manager include, but are not limited to:

Member Resources & Prototyping and Lab Space Management (60% of time)

- Manage and deliver member resources including prototyping labs, tools equipment (Machine Shop, Electronics Lab, 3D printers), and software to ensure they are functional, safe, and suitable for member prototyping operations.
- Serve as the first point of contact for, and address, Houston members' requests as needed, specifically relating to the prototyping lab, other lab-based member resources.
- Identify technical and scientific resources that can help Greentown Labs expand its member resource offerings and provide support to secure future resource opportunities.
- Manage the prototyping, machine shop, and lab spaces to ensure they are functional, safe, and suitable for member prototyping and development operations.
- Manage prototyping lab space modifications for new members, per member relocation requests or Greentown's expansion needs.
- Manage and support special prototyping tests/procedures that utilize common space
- Ensure member companies utilizing the prototyping and lab space comply with local laws, support members in securing permits, support members in using the prototyping and lab space efficiently and safely.

Safety Management (25% of time)

- Serve as Greentown Houston Safety Officer, partnering with members of the Houston team to ensure Greentown Labs Houston is safe for all.
- Run monthly safety meetings in Houston, tracking attendance to ensure compliance with Greentown's safety policies and programs.
- In partnership with HQ, support the implementation safety policies; identify, manage and deliver new and existing safety programs as needed. Manage safety documentation and update/review safety policies at least annually.
- Conduct safety trainings for new and existing members and Greentown team members who will be working at Greentown Houston. Maintain safety documentation as part of the on-boarding process for new member companies.
- Serve as the main point of contact in the event of an emergency.
- Maintain security of the building and grounds including one-site presence during evening events to ensure facility-related systems are set up as needed.
- Oversee and perform a periodic inspection on member companies' hazardous waste containers, and check for maintenance and upkeep; oversee the movement and disposal of hazardous/flammable/biological waste to main accumulation area
- **Must be willing to be on call 24/7 in the event that an emergency alarm goes off**

Facilities Maintenance, Repair, Improvements and Expansion (15% of time):

- Conduct weekly walkthroughs to ensure facilities safety, cleanliness and equipment functionality and check for maintenance and upkeep.
- Assist with managing facility permits to ensure they are up to date, and compliant with the local, state and federal government requirements.

Additional Responsibilities (as needed):

- Focus on providing consistent quality of service in par with services provided by HQ as well as providing perspective to the HQ team on how to support the Houston office.
- Partner with the community team to assist in developing community policies, especially those related to your areas of responsibility.
- Assist with community event setup and support as needed.

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
- At least 5 years of relevant professional experience and 1 year of facility or lab management
- Experience with project management, resource management, and customer service



- Experience with database tools such as Salesforce and ticket management software such as Atlassian Jira, and general familiarity with facility systems and software
- Experience in the cleantech, climate action, or environmental industry is a plus
- An interest in learning on-the-job, a can-do attitude, and comfort in being pushed outside of your comfort zone
- Excellent written and verbal communication skills

Benefits + Perks:

- A flexible, fun, supportive working environment; working alongside amazing people tackling the planet's biggest challenges.
- 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 attach and 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 "Member Resource Manager-Houston: [Your Name]".

The ideal start date for this position is April 1, 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 ensure member needs are met?
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](#).