

Job Title: Operations Coordinator – Houston
Job Location: Houston, TX
Job Level: Full-time (Exempt)

Job summary:

Greentown Labs, the largest climatetech startup incubator in North America, recently expanded to Houston, Texas—the energy *transition* capital of the world. This is Greentown’s first expansion outside of Massachusetts. Greentown Houston opened its doors in the innovation district on April 22, 2021 with the support of 27 Founding Partners. Today, it is home to more than 40 startup members and a rapidly growing community.

Greentown Houston aims to serve as an on-the-ground catalyst for the energy transition in Houston. It will be a convener for the community working on the energy transition—startups, investors, corporate partners, students, and other stakeholders—and work to bring in those who have yet to engage. To support these activities and amplify the incubator’s vision for climate action, Greentown Houston is hiring a collaborative and mission-oriented Operations Coordinator to support the Operations team and its management of the Houston location.

The position will report directly to the Senior Vice President of Operations. This role is focused on flexibly delivering office space to startup member companies based in Greentown Houston while supporting the Community and Marketing teams as they execute on an impressive roster of community programming and public events.

The Greentown team operates on a “no task is too small” mindset. 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. In addition, 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, and collecting needed paperwork.
- Assist in collection, entry, and analysis of member data into Greentown’s CRM.
- Oversee mail services and manage the maintenance of front of house, event space, and conference rooms.

- Assist in managing vendors, including cleaning, facility maintenance, and IT, to ensure a smooth operation of the office and coworking space for members and guests alike.
- Identify opportunities for process and office management improvements, and design and implement new systems in support of incubator operations.
- Spearhead the generation and presentation of space occupancy reports and reporting for Greentown's management team.
- Assist in Operations team communications to the member community.
- Assist in developing policies, processes, procedures, and workflows applicable to the Operations team and other relevant departments.

What are we looking for?

You, generally, are:

A hard-working, incredibly organized, and motivated individual. You are committed to climate action. You're resourceful, creative, collaborative, and have a knack for getting things done. You enjoy working on teams (including teams that span multiple geographies), but also thrive when assigned individual projects. You have an ability to manage multiple projects and change priorities in stride, while maintaining high attention to detail. You are excited to take on a wide range of tasks, are comfortable meeting with members and have strong communications skills.

Your education + experience include:

- Bachelor's degree in a relevant field;
- Highly organized with excellent time management skills;
- Excellent written and verbal communication skills;
- An ability to prioritize tasks, and in some instances, juggle multiple tasks at once;
- An interest in learning on the job, a can-do attitude, and comfort being pushed outside of your comfort zone; and
- An ability to lift and move objects up to 30 pounds of weight.

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 "Operations Coordinator - Houston: [Your Name]."

The ideal start date for this position is January 11, 2022, if not sooner.

Your cover letter must address:

1. Why you are a good fit; why we would be psyched to have you join us; and why you're excited about the energy transition in Houston;
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.