



JOB DESCRIPTION: MEMBERSHIP BUSINESS OPERATIONS SPECIALIST

POSITION: FULL-TIME

The Greentown team collaborates with 220 startups today; on average the memberships team brings in 100 new high impact climatetech startups into the Greentown community a year. In this role you will work with the Sr. Dir. of Memberships to improve and implement process changes as well as empower our recruitment team. By analyzing trends and sources of our members, you provide business intelligence to support sales and marketing efforts. Ultimately, your work will empower the membership team to identify the startups and founders with the greatest potential for climate impact.

ABOUT THE POSITION:

Your work as the Membership Business Operations Specialist will focus on the following key objectives:

Data Collection and Management:

- Oversees or leads development of instruments for data collection, including researching relevant literature, developing or reviewing drafts of data collection instruments (qualitative and quantitative) and finalizing instruments.
- Oversees data collection and entry into salesforce, including updating the weekly reporting dashboards, and developing data integrity reports.
- Oversee and automate data capture of startups applying to Greentown, to support the membership department prioritize inbound leads.
- Oversee data entry, ensuring proper adherence to establish data entry protocols and quality controls.

Operations:

- Provide business insight on high impact and high performing members to help the department identify future high impact members.
- Collaborate with other departments across Greentown to review, analyze and provide insight on member data, including supporting DEI efforts and partnership engagements
- Provide analysis of value and pricing of new and existing offerings to the membership team in order to improve efficiency.

Communication:

- Actively communicates with on- and off-site colleagues, partners, and clients.
- Communications to stakeholders and end users
- Maintains flexible schedule to meet competing demands
- Organizes meetings and follows up communications among participants in conjunction with other team members.



Administrative/Other:

- Assist in budgeting and purchasing related to the membership department as needed.
- Commitment to diversity and to serving the needs of a diverse community.

Performs other duties as assigned.

Required Skills and Experience:

- Bachelor's degree or the equivalent combination of education and experience
- 3-5 years of experience in relevant fields
- Excellent written and verbal communication skills
- Familiarity with basic computer programs including Microsoft Office Suite and Google G-Suite (including managing significant projects/documentation via Google Drive)
- Familiarity and comfort with the fast-paced nature of a startup, including the ability to receive, prioritize, and react to information with minimal oversight
- Meticulous attention to detail
- Strong planning and critical thinking skills with the ability to anticipate needs and actions
- Respectful, customer-focused attitude; strong decorum, and ability to be discreet
- A mission-driven individual who is fulfilled and motivated by the goal of supporting early-stage entrepreneurs solving the world's biggest energy challenges
- Curious, eager to learn, and a team player; "no task is too small" mentality
- Ability to work some evenings, typically one evening per week.

WHO WE ARE LOOKING FOR:

A hard-working, highly organized, and enthusiastic individual with a can-do attitude who enjoys working with startups. You are a problem solver, detail-oriented, resourceful, creative, and collaborative with strong listening and communication skills. You enjoy working on teams but also thrive when assigned individual projects.

COMPENSATION, BENEFITS AND LOCATION:

Greentown offers a comprehensive benefits package. The salary for this position begins at \$54,000 and is commensurate with experience. This role is based in Greentown's Headquarters in Somerville, MA. In addition to a competitive salary, Greentown Labs also offers:

- 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
- Work at the largest climatetech incubator in North America, which includes an awesome community of mission-driven entrepreneurs and endless networking opportunities

TIMELINE AND HIRING PROCESS:

To be considered for this role please send your resume, cover letter, and a list of three references to talent@greentownlabs.com. The subject of your email should be "Membership Ops Coord: [Your Name]". **Failure to follow these instructions will result in an incomplete application.**



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.

The ideal start date for this position is July 1, 2022, if not sooner.

EQUAL OPPORTUNITY STATEMENT:

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 climate action 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 startups the resources, knowledge, connections, and equipment they need to thrive, Greentown Labs offers lab space, shared office space, a machine shop, an electronics lab, software and business resources, and a large network of corporate customers, investors, and more. With its headquarters in Somerville, Mass. and a recently opened incubator in Houston, TX, Greentown Labs is home to 200 startups and has supported more than 450 startups since the incubator's founding in 2011. These startups have collectively created more than 8,400 jobs and have raised more than \$2.2 billion in funding. For more information, please visit www.greentownlabs.com or [Twitter](#), [Facebook](#), and [LinkedIn](#).