



JOB DESCRIPTION: FRONT DESK COORDINATOR 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 Member Resource Manager to address the needs of people visiting either Greentown Labs or one of our member startups and assist in the facility coordination and administration.

ABOUT THE POSITION:

Your work as the Front Desk Coordinator will focus on the following key objectives:

Reception:

- Greeting all visitors and startup members and their guests to Greentown, ensuring guests are comfortable and are connected to the right resources at Greentown Labs.
- Answering phone calls, transferring callers as appropriate.
- Maintain Visitor Log In / Sign In system.
- Managing incoming and outgoing correspondence, including emails, faxes, mail and packages.
- Monitoring and ordering inventory for office and break room supplies.
- Maintain loaner supplies at front desk and lend out to members.

Space Maintenance:

- Maintain front of the house and event space to be professional, welcoming, and organized.
- Make recommendations on further improvements to manager.

Administrative/Other:

- Support Operations team communications to the member community through posted signs, flyers, email, intranet, etc.
- Support Operations by assisting in contacting and scheduling vendors as needed.
- Filing and organizing records, invoices and other important documentation.
- 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.
- Two years of customer service experience.
- Familiarity and comfort with the fast-paced nature of a startup, including the ability to receive, prioritize, and react to information with minimal oversight.
- Proficiency with computers, able to learn new software tools as needed.



- 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.
- Must be able to lift or move items up to 25 lbs using proper lifting techniques.

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 hourly wage for this position begins at \$25.00 per hour and is commensurate with experience. This role is based in Greentown newest location in Houston, TX. 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 "Front Desk Coord TX: [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 September 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](#).