



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. The Front Desk Coordinator is the first point of contact for visitors, members, and vendors. Their interaction with the Front Desk Coordinator sets the tone for their Greentown experience. A kind, professional, and confident welcome is imperative.

In this role, you will report to the Senior Director of Facilities and work closely with the Operations team to address the needs of people visiting either Greentown Labs or one of our member startups and assist in the facility coordination and administration.

This position has posted hours of availability from 9:00 am to 5:30 pm and requires an in-person presence at the front desk for the majority of that time during the day. Peak hours should be staffed by the Front Desk Coordinator.

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 to include door access and foot traffic.
- Managing incoming and outgoing correspondence, including emails, mail, packages, and freight.
- Monitoring and ordering inventory for office supplies related to front-desk needs.
- Maintain loaner supplies at the front desk and lend out to members.

Space Maintenance:

- Maintain front-of-the-house and event space to be professional, welcoming, and organized.
- Maintain and administer building access using the AXIS system.
- Participate in on-site evening events as requested.
- Make recommendations on further improvements to manager.
- Operate AV system.

Administrative/Other:

- Support Operations team communications to the member community through posted signs, flyers, email, intranet, etc.



- Support other Greentown Labs teams utilizing the front of house, event space, and reception.
- Support Operations by assisting in contacting and scheduling vendors as needed.
- Participate in Operations Team meetings and whole Team meetings.
- Collaborate with other Operations team members on projects related to Front Desk Coordinator position and responsibilities.
- Coordinate parking for the visitor parking reservation.
- Train interns and other team members in front-desk how-to, for backup-coverage needs.
- Keep front-desk policies and procedures up to date.
- 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 salary for this position begins at \$54,000 and is commensurate with experience. This role is based 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 "Front Desk Coord SOM: [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.
4. The ideal start date for this position is June 15, 2023, if not sooner.

EQUAL OPPORTUNITY STATEMENT:

An Equal Opportunity Employer: Greentown Labs believes that all persons are entitled to equal employment opportunity. Greentown Labs will not discriminate or tolerate discrimination against any employee or applicant because of race, color, creed, religion, genetic information, sex, sexual orientation, national origin, age, status with regard to public assistance, marital or veteran status, disability or any other characteristic protected by local, state or federal law. Equal employment opportunity will be extended to all persons in all aspects of the employer-employee relationship, including recruitment, hiring, training, promotion, transfer, discipline, layoff, recall and termination. Disabled applicants may request any reasonable accommodation needed to enable them to complete the application process, additionally reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this role. Employment with Greentown Labs is on an "at will" basis which means either the applicant/employee or Greentown Labs can end the employment relationship at any time, for any reason, with or without prior notice.

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 incubators in Somerville, Mass. and Houston, Texas, Greentown Labs is home to more than 200 startups and has supported more than 500 since the incubator's founding in 2011. These startups have collectively created more than 24,000 jobs, raised more than \$4 billion in funding, and generated more than \$9.8 billion in regional economic impact. For more information, please visit www.greentownlabs.com or [Twitter](#), [Facebook](#), and [LinkedIn](#).