



Café Associate, Operations

Do you straighten out the gum packets when you're standing in line at the grocery store, and then make friends with the person behind the counter? Do you see yourself working in a vibrant, collaborative space where impactful and innovative work is done? If you are the kind of person who takes initiative, who can juggle many tasks simultaneously and enjoys solving problems for clients, then LabCentral is a great fit for you. Our team collaborates across disciplines, relying on our skills to add value to this unique culture, positively impacting the successes of our community.

LabCentral, a launch pad for early stage biotech companies in Cambridge, is seeking a Café Associate, Operations [reporting to Office Manager]— this role requires both organizational skills and willingness to provide high-quality customer service in a fast-paced environment along with marked attention to process and systems.

You'll be the best fit for this role if you have at least a high school diploma/GED and 1-3 years' experience working in a customer service industry. Bonus points if you always wake up early enough to catch the worm.

What your day looks like:

- Coordinate orders, daily deliveries, stocking, organization and inventory for multiple cafés across our sites
- Create a positive, welcoming, consistent, and productive working environment
- Collaborate with the Operations Team to improve processes and systems
- Coordinating with vendors to rotate local snacks for residents
- Maintain café service contracts and place service calls
- Upload purchase orders into procurement system

Some "you shoulds" that will enhance your day:

- Have strong time management, prioritization, organization, and decision-making skills
- Engage. Cafes are about fostering interactions, not just fully stocked shelves
- Build relationships with vendors to expedite resolutions
- Believe work and having fun can be synonymous
- Love being part of a team while being capable of working independently
- Enjoy continuously learning, and tackle whatever comes your way

What your first six months will look like:

- Discover the five best ways we make our morning coffee, enrich our team, and find your place
- Learn how to give the perfect tour
- Continue to build your skills and set goals for personal and professional growth
- Complete MassBio's Biotech 101 for non-scientists course
- Align yourself with LabCentral's food quality standards and engage with local food and beverage companies
- Develop an understanding of the LabCentral community and interact with residents
- Learn our systems and provide feedback on how to do things better

A snapshot of our benefits:

Premium healthcare and dental package, yearly parking pass or MBTA coverage, long and short-term disability, life insurance, unlimited vacation, and 401(k) package.

Only complete applications will be reviewed. Applications are submitted at LabCentral.org and will include a resume/cover letter specifically discussing your interest in joining the LabCentral team.