



Concierge Associate

LabCentral Concierge

Have you ever wondered what it would be like to be surrounded by entrepreneurs and scientists? 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 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 Concierge Associate to work at our primary location - this role requires both organizational skills and willingness to provide high-quality customer service along with marked attention to process and systems.

You'll be the best fit for this role if you have 1-3 years of experience in customer service. Bonus points if you love the sound of being the Director of First Impressions! Hard workers, critical thinkers, detailed-oriented and organizational nuts are encouraged to apply!

What your day looks like:

- Provide support, receive, and sign in guests and visitors
- Management of guest registration system and implementation of exit procedures
- Assist LabCentral in scaling its current business model by automating processes to become more efficient
- Actively set the culture and tone of our facility for residents, guests, and staff
- Maintain appearance of LabCentral facility
- Coordinate and provide support for events
- Any other duties needed to help drive our vision, fulfill our mission and further LabCentral's values

Some "you shoulds" that will enhance your day:

- Have strong time management, organization, and decision-making skills
- Build on relationships with vendors, business partners and residents
- Have a strong handle on customer service skills and proactively find solutions to anticipated issues
- Love being part of a team while being capable of working independently
- Believe work and having fun can be synonymous
- Be curious, enjoy continuously learning, and tackle whatever comes your way

What your first six months will look like:

- Learn more about our residents and their research
- Complete MassBio's Biotech 101 for non-scientists course – if you do not have a science background
- Learn how to give the perfect tour
- Continue to build your skills and set goals for personal and professional growth
- 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.