



Associate, Operations

Are you passionate about making a big impact through connecting everyday people in everyday situations? 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 problem solving 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 our community's successes.

LabCentral, a launchpad for early stage biotech companies in Cambridge, is seeking an Associate, Operations who reports to the Associate Manager, Operations. This role requires both organizational skills and willingness to provide high-quality customer service along with marked attention to processes and systems.

You'll be the best fit for this role if you have a high school diploma/GED and 1 – 3 years' experience. Bonus points if you love waking up not knowing what problem you'll solve today! Hard workers, critical thinkers, detailed-oriented and organizational nuts are encouraged to apply!

What your day looks like:

- Display a high-level of customer service and ensure residents have a positive experience
- Actively set the culture and tone of our facility for residents, guests and staff
- Maintain relationships with vendors and partner organizations
- Assist LabCentral in scaling its current business model by automating processes to become more efficient
- Collaborate and guide internal teams, residents, and partners on events and programming
- Support with data collection, input, and analysis
- 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 a strong handle on customer service skills and proactively find solutions to anticipated issues
- Have strong time management, organization, and decision-making skills
- Establish relationships with residents, business partners, and vendors
- Assist LabCentral in scaling its current business model by automating processes to become more efficient
- 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:

- Develop an understanding of the LabCentral Community and interact with residents
- Discover the five best ways we make our morning coffee, enrich our team, and find your place
- Complete MassBio's Biotech 101 for non-scientists course – if you do not have a science background
- 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.

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.