



Operations Manager

Be somewhere, be authentic, share your passions, and create change. We are a collaborative workspace changing the face of biotech, and we need more than just scientists to innovate. Our team collaborates across disciplines, relying on our skills to add value to this unique culture, positively impacting the successes of our community.

We're growing as fast as our resident companies which means we need your talents and experiences to help us thrive. Join our team in the position of Operations Manager where you would be reporting to our Operations Director.

You will help scale our operations at our new expansion site and will be working at a high level of autonomy - working primarily away from our main office. You'll be the best fit for this role if you have a college degree and 4+ years experience working in operations management, project management, and customer service. Bonus points if you are not only willing to roll up your sleeves, but you will tear your sleeves off to get the job done.

What your day looks like:

- Communicate regularly with other sites and company leadership to ensure best practices
- Display a high-level of customer service and ensure residents have a positive experience
- Manage all site specific databases, contact directories, and mailing lists
- Provide facility tours to public and VIP guests
- Ensure efficient operations in collaboration with entire LabCentral team
- Take on any challenge; create a strong feedback culture, fix the printer, compile and analyze data

Some "you shoulds" that will enhance your day:

- Embody leadership, time management, organization, and decision-making skills
- Love being part of a team while being capable of working independently
- Build relationships with vendors to expedite resolutions
- Believe work and having fun can be synonymous
- 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
- Hone your management skills to lead the charge in scaling up our operations
- Develop an understanding of the LabCentral Community and interact with residents
- Complete MassBio's Biotech 101 for non-scientists course
- 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.