



Concierge 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 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 launchpad for early stage biotech companies in Cambridge, is seeking a Concierge Associate, Operations to work at our Pagliuca Harvard Life Lab location [reporting to Lead, 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 3+ years of related customer service experience; a combination of education and experience may be considered. Associate degree preferred. 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
- Actively set the culture and tone of our facility for residents, guests, and staff
- Coordinate orders, daily deliveries, stocking, organization and inventory for café
- Maintain professional appearance of LabCentral facility
- Support and execute community-building initiatives - occasional after-hour events
- Assist with data collection, input, and analysis
- Assist LabCentral in scaling its current business model by automating processes to become more efficient
- 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
- Establish relationships with business partners, residents, students, and vendors
- Engage. Cafes are about fostering interactions, not just fully stocked shelves
- Have strong time management, organization, and decision-making skills
- 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 Life Lab Community and interact with residents
- Discover the five best ways we make our morning coffee, enrich our team, and find your place
- Become Servsafe, TIPS, and CPR certified
- 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.