



Concierge

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 launchpad for early stage biotech companies in Cambridge, is seeking a Concierge reporting to the Operations Manager - 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 at least a high school diploma/GED and 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 for, 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 team members
- Maintain appearance of LabCentral facility welcome areas
- Provide support for events happening in our main lobby
- 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 organization skills
- Be able to refocus quickly despite many disruptions in a busy work environment
- Build up relationships with residents, partners, and other regulars
- Have a strong handle on customer service skills and proactively find solutions to anticipate issues
- Love being part of a team while being capable of and comfortable while 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, guests, and other visitors
- Continue to build off your customer service experience to create a dynamic and welcoming environment
- Learn our systems and provide feedback on how to do things better
- 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

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 must include a resume and cover letter specifically discussing your interest in joining the LabCentral team.