



Associate, Operations

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 LabCentral 610 Associate, Operations where you would be reporting to our Lead, Operations.

You'll be the best fit for this role if you have a college degree and/or 1-3 years' experience working in customer service. Bonus points if you are the kind of person that gets jazzed up by crossing things off your task list.

What your day looks like:

- Display a high-level of customer service and ensure residents and guests have a positive experience
- Serve as the first contact at the front desk and provide program and community resource information
- Provide thoughtful and creative feedback and insight on improving processes
- Build and maintain relationships with residents, guests, vendors, and partner organizations
- Manage inventory and curate café selections
- Provide operational support throughout the facility
- Execute and assist in planning community events and programming

Some "you shoulds" that will enhance your day:

- Have strong time management, prioritization, organization, and decision-making skills
- Have strong proficiency in MS-Office Suite, especially Outlook calendars
- Love being part of a team while being capable of working independently
- 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 to utilize the main event space at LabCentral
- Develop an understanding of the LabCentral Community and interact with residents
- Become Servsafe and TIPS certified
- 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.