

Position Title: Membership and Facility Manager

Reports to: President/Executive Director Emerging Technology Center

Applications accepted until filled.

General Description of Work

The ETC is a technology innovation center working to support tech startups and entrepreneurs in the City of Baltimore. A nonprofit venture of the Baltimore Development Corporation (BDC), the ETC offers four programs for entrepreneurs: BeehiveBaltimore, a coworking space, IncubateBaltimore, offering business support services and space, AccelerateBaltimore, a lean startup accelerator program and PioneerBaltimore, an idea-stage program designed for full-time workers with an entrepreneurial idea. Through these programs, the ETC works to help stimulate economic development in the city.

The Membership and Facility Manager is part of the ETC (Emerging Technology Centers) team and as such is expected to perform in a highly responsible and ethical manner with a minimum of direction. The position is responsible for general support providing day to day assistance and for assuring smooth operation of the assigned facility.

1. Typical Tasks General Duties

Membership: The Membership Manager's main purpose is to grow the ETC's presence and membership through outreach and strategic initiatives. This role reports directly to the President/Executive Director and will oversee all programming for the ETC suite of programs (Incubate, Beehive, Pioneer and Accelerate Baltimore). This role will also manage strategic partnerships and explore new ones within the City and beyond. Specific duties include, but are not limited to, the following:

- Manage all aspects of ETC programming for Beehive, Incubate, Pioneer & Accelerate Baltimore (roundtables, networking, educational and partner/sponsored events)
- Manage membership prospecting, onboarding, and offboarding for all four programs. Specific oversight duties include, but are not limited to, the following:
 - Maintain prospective client database and follow up.
 - Negotiate and close new client agreements (term sheets, license agreements, equity agreements, etc.).
 - Research and implement alternative opportunities to attract new clients to the ETC (for example: outside capital sources, angel networks, VC's and new workshops, etc.)
 - Represent ETC in outreach activities associated with client recruitment and general ETC awareness; research and implement new outreach opportunities as appropriate.

- Identify, create and participate in partnerships that will better promote ETC within the community.

Facility and Administrative Operations: This position is responsible for providing general administrative support for tenants and ETC staff, ensuring smooth operation of assigned facility, and providing tenant support with leasing operations. Specific duties include, but are not limited to, the following:

- Monitor client insurance compliance
- Plan, schedule, coordinate special events. (includes facility arrangements, catering and special equipment arrangements)
- Ensure proper maintenance and repair of office equipment.
- Schedule Kick-off and Business review meetings
- Monitor routine common area inspections and coordinate maintenance, repairs and special cleaning requirements.
- Coordinate equipment and facility maintenance and repair requests and arrange for suite turnover, as necessary
- Maintain access card and key control

2. Knowledge, Skills and Abilities

- Self-starter; able to function independently to achieve organizational goals
- Positive and friendly attitude (the team works with new people every day)
- Outgoing, high energy individual with leadership qualities
- Team player; able to establish and maintain effective working relationships with business contacts, clients, volunteers, and co-workers
- Ability to manage multiple complex tasks and projects
- Ability to network with outside stakeholders (investors, service providers, and supporters)
- Ability to keep up with the fast-paced organization including adaptability to shifting priorities
- Strong organizational skills
- Strong written and verbal communications skills
- Proficiency with Microsoft Office Product Suite, other new technology tools for community engagement and overall internet for use in communications, reporting, analysis, research and presentations.
- Hubspot knowledge is a plus.

3. Education and Experience Requirements

A minimum of a Bachelor's Degree in Marketing, Communications or Business from an accredited college or university and 5+ years' work experience, part of the entrepreneurial ecosystem is preferred. And/or an equivalent combination of education and experience. InBIA Credited Courses a plus, but not required; can be taken on the job.

4. Additional Requirements

Applicant must have their own transportation or access to transportation to attend community events and attend off-site meetings and be willing and available to do so.

This is a salaried, benefited, at-will position, and work is performed as required to complete assigned projects and may require extended hours beyond a conventional workweek.

To apply, submit cover letter and resume to Deborah Tillett, dtillett@etcbbaltimore.com with “**Membership and Facility Manager**” in the subject line. No Phone Calls Please. Not all applicants will be contacted. The job remains open until filled by a qualified applicant.