



## **Coordinator, Client Experience & Facility – Reactor location Accelerator Centre – Phase 1 & Phase 2**

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### **JOB DESCRIPTION – Coordinator, Client Experience & Facility (Phase 1 & Phase 2 - Reactor Location)**

The Accelerator Centre requires a qualified, energetic and flexible Jack/Jill of all traits to fill an exciting position in a fast paced and dynamic entrepreneurial workspace. The ideal candidate must be personable, have excellent communication skills, be a master of multi-tasking and take on projects and initiatives without much guidance. We are looking for a Facility Guru to maintain, manage and help support the growth and evolution of our Reactor space.

Reporting to the Director, Client Experience and Special Projects the **Coordinator, Client Experience & Facility** is responsible for day to day management of our early-Stage start-up facility, Reactor. This position will play a critical role in ensuring that client, visitor and partnership satisfaction are a top priority at all times. Responsibilities include facilities (workspaces, meeting rooms and common areas), metric collection and intake. As the first point of contact for companies at Reactor this position will be involved in setting culture and making pivotal suggestions for programming improvements and event coordination to engage the ecosystem in a meaningful and impactful way.

### **KEY RESPONSIBILITIES**

#### **Client Experience**

- Coordinate the client intake flow including adequate response to enquiries, the initial eligibility of prospective companies, interviews, and onboarding
- Recruiting of prospective clients at local events and through working with the AC Community Manager
- Manage first impressions – provide reception support, greet guests, direct visitors and respond to client company needs and inquires
- Monitor client movements including preparation of space, suite signage and access/security passes
- Coordinate and host Phase One, One-to-Many programming days including calendars/RSVP, catering, greeting & supporting guest speakers and technical needs.
- Facilitate and manage Phase Two Milestone and Advisory Board meetings
- Support the Client Companies from onboarding through program completion including engagement with mentors and service providers
- Make programming and event recommendations to Director, Client Programs and Initiatives based on observations and client conversations

#### **Facility**

- Providing tours of facility to prospective clients, guests and industry partners
- Creating and maintaining budgets & vendor relationships with suppliers for janitorial, office supplies, security, IT and service providers to provide continual support for clients
- Events – execute programming events, manage communications, RSVP lists, food & beverage and technical needs
  - o Develop, execute and manage value-added events based on client needs

- o Client requested events – key contact and facilitator for setting up and running events as the AC representative
- Be the Chief Everything Officer (CEO), find opportunity in every task and support the company and team

### **DESIRED SKILLS & EXPERIENCE**

- Post-secondary education in business management, operations, event management or related discipline
- Conducts business in a professional manner at all times, leading by example with a positive team attitude in all aspects
- Strong commitment to providing exceptional customer experiences for clients, visitors and industry partners
- Vibrant personality
- Clear verbal and written communication skills
- Assertive, confident and thrives under pressure
- Excellent organizational, trouble-shooting, and interpersonal skills
- A self-starter that can work under minimal supervision