

Community Economic Development Association, Inc. (CEDA)
DBA FloridaWest Economic Development Alliance
Co:Lab Pensacola
Job Description

Job Title: Co:Lab Office Manager
Reports To: Director of Entrepreneurial Development and CEO of FloridaWest EDA
FLSA Status: Non-Exempt
Department: Economic Development
Prepared Date: April 2019

Summary: This position performs a variety of tasks in support of the Economic Development Department of FloridaWest EDA, specifically Co:Lab Pensacola. Duties range to support ongoing tasks in relation to Business Incubation Initiatives, Operations, Marketing & Communications, Workforce Development and Entrepreneurial Development.

This individual will interface with local companies to benefit the efforts of Co:Lab and FloridaWest. Strong administrative and organizational skills are necessary. Communications and marketing skills are a benefit as well as research and project management skills. Self-motivation is essential as this individual will be assigned a variety of projects and may often work independently.

Essential Duties and Responsibilities:

- Key daily/weekly tasks include:
 - Assist in daily operation of the Co:Lab Incubator. Daily interaction with the incubator Service Providers. Direct support to Site Manager, Director of Entrepreneurial Innovation, Director of Marketing/Communication, Director of Workforce Innovation, Director of Operations, Chief Business Development Officer, Chief Executive Officer, and any others as requested or guided.
 - Assist in managing on-site clients. Must be willing to drive to various locations, if required, for meetings.
 - Liaison with other incubator sites, departments, stakeholders, clients, and landlord/maintenance contacts.
 - Point of Contact for visitors, coordinating meetings and scheduling of events for the facility.
 - Distribute promotional material about the business center. Coordinate mass mailings and group wide mass e-mails.
 - Draft social media content on behalf of Co:Lab and our tenants.
 - Keep apprised of ongoing events/successes/etc that should be photographed and published on behalf of Co:Lab and our tenants and communicate proactively accordingly.
 - Provide suggestions relevant to marketing/communications/events/seminars/etc that may be of interest to our tenants.
 - Responsible for maintaining databases, coordinating updated information for website, various reporting requirements, and stakeholder reporting.
 - Exercise discretion and confidentiality at all times.
 - Be on site at the Co:Lab at times predetermined with Site Manager and/or Director of Entrepreneurial Development.
 - Manage keys and security of facility.

- Check mail daily.
- Check supplies regularly and consistently. Submit supply requests to headquarters for processing.
- Draft Leases, Amendments, NDA requests, Renewal notices, and Lease payments for tenants for Director review and approval and completion.
- Ensure cleanliness of facility. Verify cleaning crew was complete and thorough on Wednesday and Monday mornings or as schedule dictates.
- Prepare new tenant door signage.
- Email correspondence with tenants about upcoming events.
- Create Community “rules” for breakroom, conference room & post accordingly.
- Liaise with PSC on matters of facility/ maintenance.
- Set up/breakdown for meetings in conference rooms.
- Manage the Co:Lab calendar for the conference room.
- Create tenant move-in packet/ email with attachments.
 - Printer instructions
 - Community contract
 - Phone information
 - Other pertinent information
- Liaise with IT services provider to assist with new client setup.
- Assist staff in various day to day operations.
- Assist staff with active projects.
- Assist with organization, communication, record keeping and minutes of the Co:Lab Policy Board, and its Committees, and EEG.
- ED meeting organization, set up and clean up.
- Support Mentors and Friends of Co:Lab programs of work and relationship development activities.
- Complete travel authorizations, expense tracking and report submissions.
- Purchase orders and Supplier Invoice submittal to headquarters.
- Produce and submit expense reports through chain of command.
- Responsible for following FloridaWest standards, policies, and procedures.
- Responsible for being professional and courteous at all times.
- Other duties as assigned.

This job description reflects management's assignment of essential functions; it does not prescribe nor restrict other tasks that may be assigned.

Contacts:

FLORIDAWEST EDA Staff members: Continuous contact and exchange of department information and assistance as needed.

Tenants: Continuous contact, providing information and assistance proactively with world class customer service.

Volunteers/Board Members: Contact with volunteers and Board Members is extensive and must be courteous, prompt and responsive.

Prospective Businesses and Existing Industry Contacts: Usually first contact with general public and key customers. Must present good impression and be responsive to requests.

Accountability:

This individual reports directly to the Director of the Co:Lab with oversight from the CEO of FLORIDAWEST EDA; assigned work is performed independently or in a team environment. This employee must be able to exercise good judgment in setting priorities and work load organization.

Competencies:

To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events._

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Dependability – Follows instructions, responds to direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals; Completes tasks on time and notifies appropriate person with an alternate plan if necessary.

Diversity – Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; Promotes a harassment-free environment.

Ethics – Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Attendance/Punctuality - Consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Initiative – Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Asks for and offers help when needed.

Innovation – Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that others can understand.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows

through on commitments._

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Team Work - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed; Recognizes accomplishments of other team members.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication – Writes clearly and informatively; ensures proper spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

Preferred candidates hold a Bachelor's degree or are currently enrolled in a university system working towards a bachelor's degree in business administration, economics or marketing/communications or progressive experience to successfully perform necessary functions of the job.

Computer Skills:

To perform this job successfully, this position should have knowledge of Windows 7 (at a minimum); all aspects of the Microsoft Office Suite, version 2016 preferred; ability to conduct database operations; knowledge of Adobe Creative Suite preferred, but not essential; social media platforms; MailChimp; SurveyMonkey; Google Forms; and the ability to navigate the Internet for research and other purposes.

Job Knowledge/Skills:

- Ability to research and ascertain material at a professional level.
- Knowledge of basic economic development and business principles and practices.
- Ability to effectively communicate, both orally and in writing.
- Knowledge of marketing planning and coordination.
- Ability to use independent judgment in evaluating and formulating recommendations.
- Ability to read, analyze, and interpret documents.
- Ability to respond effectively to sensitive inquiries or complaints.

Work Environment:

The work environment is in an office setting, primarily sitting at a desk in front of a computer for long periods of time, and involves frequent interaction with other staff members, clients, prospective clients, Entrepreneurial Ecosystem contacts and Board members. Work performed may be frequently disrupted by

phone calls, staff, client, and volunteer visits. The noise level in the work environment is usually moderate. Minimal travel may be required for this position.

Physical Demands:

Work is performed primarily in a sitting, stationary position in front of a computer. Frequent standing, stooping, climbing, and balancing may be required for certain tasks. Travel to local businesses may be required. Ability to lift/carry up to 25 pounds is required. Acute vision is required. The employee must have full use of his/her hands to handle and feel various items. The employee may, at times, be exposed to outdoor weather conditions.

Work Hours:

Preferred work hours for this position will be Monday – Friday, 9 a.m. to 5 p.m., with one hour off for lunch for a total of 35 hours per week. Any overtime must be pre-approved by the supervisor.

**All cover letters, resumes, and transcripts should be submitted to Melissa Stoker at mstoker@floridawesteda.com no later than May 3rd for consideration.