

## Position Description

<b>Position: Manager, Incubator Operations</b>	<b>Department:</b>
<b>Reports to: V.P., Real Estate</b>	<b>FLSA Status: Exempt</b>
<b>Revised: July 2009</b>	

### **Position Summary**

The Manager, Incubator Operations is primarily responsible for daily operations of incubator space for multiple \_\_\_\_\_ buildings to promote optimum efficiency and incubator company satisfaction and retention. The Manager, Incubator Operations will directly oversee or perform account management duties, business development, and incubator company relations. This position will provide account management ensuring appropriate documents on file, collection of payments, and maintaining usage reports. The Manager, Incubator Operations will coordinate the move-in/move-out process and promote positive tenant relations. This position will coordinate business development efforts with UCSC senior management through handling inquiries, providing tours, and facilitating the application process.

The Manager, Incubator Operations has internal contacts with the entire administrative staff and external contact with prospective companies, residents, and vendors. This position has access to sensitive \_\_\_\_\_ information and is expected to handle such information with integrity and professionalism. This position has regular contact with members of the community and is expected to represent the \_\_\_\_\_ in a professional manner.

The Manager, Incubator Operations will report directly to the V.P., Real Estate and participate in department activities as necessary.

### **Essential Functions**

- Responsible for daily operations of incubator space for multiple UCSC buildings through account management, business development, and incubator company relations.
- Create and maintain company lease files.
- Facilitate the collection of monthly rent payments and security deposits and returns.
- Coordinate collection efforts with Accounting office through monthly review of rent roll and aged delinquency reports.
- Create and maintain space license agreements.
- Compile usage charges for copier, telephone, and other incidentals.
- Collect equity/shares where applicable.
- Perform virtual company management through creation of agreements and collection efforts.
- Update, maintain, and submit company status forms and occupancy reports on a regular basis or as necessary.

- Manage telephone, email, or referral inquiries from prospective companies through sending information, answering questions, and providing tours.
- Distribute and collect applications from prospective companies.
- Copy and distribute prospective company application and business plan to appropriate \_\_\_\_\_ staff.
- Perform follow-up responsibilities with prospective companies to ensure complete and accurate application review process.
- Coordinate incubator company move-in/move-out process to include orientation and training, signage, key control, parking, resident directories, and troubleshooting.
- Facilitate orientation and training process for incubator companies to include introduction to “turnkey” operations, IT support, Phone/Network printer set-up, mail process, office equipment, reception services, and property management liaison services.
- Maintain and update Sharepoint database.

### **Management Duties**

1. Provide management of department and administrative support staff through independent judgment and decision-making.
2. Regularly direct the work of, schedule, and provide staff development opportunities and training to Incubator Operations staff.
3. Perform management functions for the department such as hiring, firing, performance evaluations, disciplinary counseling, salary recommendations, workload distribution, communication, recognition activities, and employee relations.
4. Participate in the development of a departmental budget as part of the organization’s budget preparation process, and operate within budget limitations.

### **Non-Essential Functions**

1. Attend relevant workshops or join professional industry groups as necessary to maintain professional knowledge and licensure.
2. Adheres to the \_\_\_\_\_ security guidelines and ensures the appropriate handling of sensitive information.
3. Facilitates and attends relevant staff meetings to promote communication and execution of goals.
4. Completes special projects specific to the function of the department or as needed for the department as directed by the V.P., Real Estate.
5. Other duties as assigned within the scope of position expectations.

### **Knowledge, Skills, and Abilities**

- A. Demonstrates ability to execute daily and special project goals by carefully setting priorities, meeting deadlines, delegating appropriately, and scheduling time efficiently
- B. Basic knowledge of real estate and property management principles and administration.
- C. Knowledge of contract/lease administration.
- D. Knowledge of basic accounting systems, operating costs, budgeting, and related expense control practices.
- E. Strong understanding of resident's needs and ability to maintain positive and professional relationships with all incubator companies.
- F. Strong understanding of and ability to foster excellent customer service practices.
- G. Strong written and verbal communication skills and effectively communicate with individuals and groups.
- H. Ability to organize tasks in an efficient manner and follow-up and follow-through with strong attention to detail.
- I. Demonstrates ability to work with other people through a cooperative effort.
- J. Possesses strong interpersonal skills as demonstrated by compassionate, courteous, cordial, cooperative, and professional interaction with diverse groups of co-workers, external business partners, and the community.
- K. Ability to operate a computer and use a variety of common software programs including Microsoft Office, spreadsheets, and customized databases.
- L. Adheres to all \_\_\_\_\_ and departmental policies and procedures.
- M. Attends all \_\_\_\_\_ in-services as required.

## **Experience, Education, and Licensure**

**Minimum Experience:** 5+ years of real estate or property management experience; experience with meeting tenants, customers, and resident needs is preferred; project management a plus

**Minimum Education:** BA/BS degree with a concentration in Business is preferred

**Certification:** Project Management certification

## **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. While performing the duties of this job, the employee will frequently stand; walk; sit; use hands to finger, handle, or feel objects, tools or equipment; reach with hands and arms; balance; talk or hear. The employee will occasionally climb stairs; stoop; kneel; crouch or crawl; taste or smell.
2. The employee must occasionally lift and/or move up to 25 pounds.
3. Operate related office equipment and use necessary tools.

4. Specific vision abilities required by the job include frequent reading and close vision; distance vision; color vision; peripheral vision; depth perception; and the ability to adjust focus.

### **Work Environment**

The work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. The noise level in the work environment is usually moderate.
2. Although work is primarily indoors, you will be required to travel outside to \_\_\_\_\_ locations.
3. Position may require occasional trips to attend conferences seminars, and meetings.
4. May require working non-traditional hours based on operational needs.

*Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.*