

MANAGER, INCUBATOR OPERATIONS
JOB DESCRIPTION

Job Title: Manager, Incubator Operations

Job Summary: Responsible for assisting senior management staff with day to day operations of incubator space for multiple buildings. Major functions are to provide support to ensure optimum efficiency to the operations and marketing department with focus on tenant relations and tenant retention.

Essential Functions:

Company/Client Relations

1. Company move-in and move out process
2. Orientation & Training
 - a. Introduction to “turnkey” operations
 - b. IT support
 - c. Telephone/Network printer set up
 - d. Mail processing
 - e. Reception services
 - f. Office equipment maintenance
 - g. Property management liaison
3. Company signage
4. Key distribution
5. Maintain Sharepoint database
6. Prepare resident directories for printing

Account Management

1. Create and maintain company lease files
2. collect rent, security deposits & security returns
3. prepare proposals
4. space license agreements
5. Monitor company insurance
6. monthly review of rent roll and aged delinquency reports with accounting
7. compile usage charges
 - a. copier, telephone, other incidentals
8. collect equity/shares where applicable
9. virtual company Management
 - a. agreements
 - b. collections
10. Update company status form and occupancy reports

Business Development

1. Manage telephone inquiries, referrals, email inquiries
2. meet with prospective companies, send info, give tours
3. Distribute and collect applications
4. copy and distribute business plans and applications
5. company follow-up
6. manage floor plans