



Job Description

POSITION:	District Experience Associate
STATUS:	Part-time, Non-exempt
ORGANIZATION:	16 Tech Community Corporation
REPORTS TO:	District Experience Manager

ORGANIZATION OVERVIEW

16 Tech Community Corporation, Inc. is the 501c3 leading the physical and programmatic development of the 16 Tech Innovation District. 16 Tech is an emerging destination for innovation and entrepreneurship, a 50-acre live-work-innovate community located in downtown Indianapolis that is dedicated to world-changing innovation and economic opportunity.

16 Tech seeks to create an inclusive innovation community through the following areas:

- **Ecosystem Development:** Attract anchors, tenants and partners that connect and strengthen the innovation ecosystem
- **District Experience:** Create a welcoming, inclusive and vibrant culture in 16 Tech
- **Innovation Services:** Ensure a continuum of resources in 16 Tech to advance innovation-driven entrepreneurship
- **Neighborhood & Talent Connections:** Lower barriers for diverse persons to participate in and contribute to the innovation economy

16 Tech Community Corporation is a proud equal opportunity employer committed to an inclusive work environment and to building a team that reflects the rich diversity of our community. People of color, people with disabilities, and people of diverse sexual orientations, gender expressions, and identities are encouraged to apply.

POSITION OVERVIEW

The District Experience Associate is a part-time position with primary responsibility for acting as the first point of contact for guests and members of 16 Tech. This position will report to the District Experience Manager and work closely with the entire 16 Tech team to ensure the smooth functioning of the facility's daily operations and the overall satisfaction of guests and members. An ideal candidate will be able to provide exceptional customer service, ensure a seamless customer experience, and assist with various operational tasks to maintain a well-organized and welcoming environment.

JOB RESPONSIBILITIES

Guest Relations

- Greet all guests and members with a friendly and professional demeanor, creating a positive first impression.

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- Assist members with daily needs and inquiries, ensuring requests are promptly addressed.
- Collaborate with District Experience Manager to provide support for daily tasks and responsibilities.

Administrative Support

- Maintain accurate order list for office supplies and amenities, ensuring availability for daily operations.
- Track inventory levels and reorder supplies as necessary to prevent shortages.
- Keep record of guest visits and maintain organized tracking system.
- Assist in setting up meetings, ensuring that necessary resources are available.
- Pick up and drop off supplies as required to facilitate smooth operations.

Facilities Management

- Ensure cleanliness and organization in office kitchens, restocking supplies as needed.
- Sort incoming mail in mailroom and manage packages efficiently.
- Coordinate delivery and pickup of packages, ensuring correct carriers are utilized.
- Assist with maintenance and cleaning requests to maintain a well-maintained environment.

Front Desk Organization

- Regularly clean and organize front desk area, creating a professional and inviting atmosphere.
- Stay informed about daily events, meetings, and room bookings to provide accurate information to guests and members.

Resource Connection

- Serve as liaison between members, guests, and available resources, ensuring that individuals are directed to appropriate contacts.
- Provide information about available services, amenities, and events to enhance the overall experience.

MINIMUM QUALIFICATIONS AND DESIRED SKILLS

- High school diploma or equivalent; associate degree or higher preferred.
- Exceptional interpersonal and communication skills.
- Strong organizational abilities and attention to detail.
- Prior experience in a customer-facing role, preferably in a hospitality or office environment.
- Proficiency in using basic office software and equipment.
- Ability to multitask, prioritize, and handle tasks efficiently.
- A proactive and positive attitude towards problem-solving and teamwork.
- Flexibility to adapt to changing situations and varying work hours.
- Professional appearance and demeanor.
- Flexibility in work hours may be required to accommodate events or special requests.
- The role may involve standing, walking, and/or light lifting.

BENEFITS

- Competitive compensation
- Flexible, part-time schedule
- Opportunity to work in a dynamic and innovative environment

If you are enthusiastic about creating exceptional guest experiences, possess strong organizational skills, and thrive in a fast-paced environment, we encourage you to apply. Join us in providing top-notch service and support to our vibrant community of members and guests.

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To apply please submit resume, cover letter, and two professional references to careers@16tech.com.

16 Tech Community Corporation and related entities are Equal Employment Opportunity and Affirmative Action Employers. Qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender perception or identity, national origin, age, marital status, protected veteran status, or disability status.

More information is available at www.16tech.com.