



## 16 TECH COMMUNITY CORPORATION JOB DESCRIPTION

**POSITION:** PT Front Desk Administrator  
**STATUS:** Non-Exempt  
**ORGANIZATION:** 16 Tech Community Corporation

### ORGANIZATION OVERVIEW

The 16 Tech Innovation District is a growing destination for innovation and entrepreneurship and a driver of the tech enablement of the life-sciences and advanced manufacturing industries key to Indiana's economy. Connected to diverse neighborhoods in downtown Indianapolis and intentionally resourced with facilities and programs to foster innovation, 16 Tech is home today to three buildings with 200+ innovation related entities that employ more than 800 people. Over the next ten years, 16 Tech is projected to grow to 13 mixed-use buildings and create 3,000+ jobs.

The nonprofit 16 Tech Community Corporation is responsible for the physical and programmatic development of the 16 Tech Innovation District. 16 Tech Community Corporation's mission is to create an inclusive innovation community for Indianapolis, and its role as an entrepreneurial service organization and workforce partner contribute directly to the value proposition of the district. 16 Tech seeks team members who are motivated by and embody its values:

- **Innovation and entrepreneurship:** We believe innovation is vital.
- **Personal Connection:** We believe places bring people together.
- **Inclusivity:** We believe everyone can be an innovator.
- **Collaboration:** We believe collaboration is a winning strategy.
- **Community:** We believe it's important to be good neighbors.

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 Front Desk Administrator makes the first impression for members and visitors to 16 Tech's coworking and makerspaces as well as the office of 16 Tech Community Corporation. The Front Desk Administrator will be responsible for being hospitable, helpful and responsive to members and visitors alike and ultimately play a big role in our overall member experience.

### ESSENTIAL FUNCTIONS

Front Desk Operations and Member Liaison:

- Assist with front desk coverage during normal business hours when Front Desk Lead is unavailable.
- Responsible for being the first contact for the coworking and makerspace and aid in directing event attendees and visitors to the right spaces. As a result, this position is responsible in part for the overall member experience.
- Assist with resolving member concerns in a timely manner where possible. This includes escalating to leadership where appropriate.
- Ensure appropriate and professional conduct in the coworking space. Escalate issues to Front Desk Lead or Senior Operations Manager in a timely manner.

#### Space Management:

- Assist with replenishment of supplies for the common areas and communicating need for additional inventory. This includes snacks, stationary, printing etc.
- Assist with setting and resetting of conference rooms and spaces.
- Responsible for technology equipment check outs and reporting any issues.

#### **SKILLS & EXPERIENCE**

- Strong customer service skills and mindset.
- Strong organizational and communication skills.

#### **EDUCATION & QUALIFICATIONS**

- A minimum of 2 years' experience in coworking, hospitality, or related field

#### **DETAILS**

To apply, please submit a cover letter and resume to [careers@16tech.com](mailto:careers@16tech.com). Applications will be reviewed and interviews will be conducted on a rolling basis.

More information is available at <https://www.16tech.com/>