



## 16 TECH COMMUNITY CORPORATION JOB DESCRIPTION

<b>POSITION:</b>	<b>Director of Member Relations</b>
<b>STATUS:</b>	Exempt
<b>ORGANIZATION:</b>	16 Tech Community Corporation
<b>REPORTS TO:</b>	Chief Innovation Officer

### 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 Director of Membership Relations and Growth is responsible for developing and nurturing relationships with current members of 16 Tech's coworking and makerspaces, actively recruiting new members, and ensuring a vibrant and engaged community within the 16 Tech Innovation District. This role will focus on understanding member needs, gathering feedback through surveys, and implementing strategies to enhance membership growth, engagement and satisfaction.

## **ESSENTIAL FUNCTIONS**

### **Member Relations:**

- Develop and execute strategies to recruit new members, including outreach and marketing initiatives.
- Identify and recruit potential members and oversee the member onboarding process.
- Facilitate connections between members and relevant resources, including mentors, investors, and industry experts.
- Review and adjust membership levels and membership benefits as needed
- Develop and implement initiatives to enhance member engagement and satisfaction and ensure members are informed about available programs and opportunities.
- Organize and lead member events and activities to promote community building and networking.

### **Team Leadership and Cross-functional Collaboration:**

- Represent 16 Tech at various entrepreneurship events and networking groups
- Supervise the Experience Manager, providing guidance and support to ensure high-quality member service.
- Collaborate with the Senior Manager of Member Operations to ensure all systems and processes are in place for efficient operations.
- Partner with the marketing team to effectively promote membership opportunities and events.
- Work with other departments to develop and implement initiatives that enhance the member experience.

### **Reporting and Analysis:**

- Create and distribute surveys to gather feedback from members on their experiences and needs. This includes maintaining member profiles and collecting testimonials for case studies with marketing
- Oversee the management of member databases and records, ensuring accuracy and confidentiality.
- Identify trends, areas for improvement, and opportunities for new initiatives. Implement changes and improvements based on member feedback to enhance the overall member experience.
- Track and report on key metrics related to member recruitment, engagement, and satisfaction.
- Provide regular updates to the Chief Innovation Officer and other stakeholders on membership growth and impact

## **SKILLS & EXPERIENCE**

- 5+ years of experience in Member Relations or Operations for a coworking space or membership driven organization
- Effective communicator and ability collaborate across stakeholders and audiences
- Must be able to take the lead, work autonomously and be comfortable with ambiguity

- Can anticipate the needs and requests of multiple stakeholders
- Strong network in the ecosystem preferred

## **EDUCATION & QUALIFICATIONS**

- Bachelor's degree
- Proficient in use of technology and innovative platforms to design and deliver programming

## **BENEFITS**

- 100% paid healthcare and dental premiums for both individuals and families
- Pre-tax and Roth 401(k) Retirement Plan with generous match. 5% contribution by the employer regardless of employee contribution and up to an additional 5% employee voluntary contribution eligible to be matched by the employer
- Paid Group Life, Short-Term, and Long-Term disability insurance benefits
- Paid Time Off (PTO), including 17 holidays
- Free parking

## **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/>