



## **16 TECH COMMUNITY CORPORATION JOB DESCRIPTION**

<b>POSITION:</b>	<b>General Manager, HqO Innovation Hub</b>
<b>STATUS:</b>	Full-time, Exempt
<b>LOCATION:</b>	Indianapolis, Indiana (On-site at HqO Innovation Hub)
<b>REPORTS TO:</b>	Chief Executive Officer, with participation in the District Operations Team led by the Chief Financial Officer

### **ORGANIZATION OVERVIEW**

The 16 Tech Innovation District is a growing destination for innovation and entrepreneurship. Connected to neighborhoods throughout downtown Indianapolis and intentionally resourced with facilities and programs to foster innovation, 16 Tech is home to 300+ entities employing more than 1,200 people. 16 Tech is projected to grow to more than 2.2M square feet of space and 3,000+ jobs. Led by the nonprofit 16 Tech Community Corporation, 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.

### **WHERE WE'RE GOING**

The HqO Innovation Hub is 16 Tech's "front door"—where the community experiences our values through hospitality and local food offerings in the AMP food hall and creative space solutions that support startups and small businesses in HqO's coworking and makerspace. Opened in 2021 and owned and operated by 16 Tech Community Corporation, HqO also plays an important financial role for 16 Tech and must operate sustainably to support our nonprofit mission while creating onramps to the spaces and resources available in the broader innovation district.

The General Manager is a new position that will provide P&L accountability and operational leadership, while fostering a service-oriented culture that provides exceptional hospitality and inspires creativity. It

brings together multiple departments that have been responsible for supporting the growth of 16 Tech's coworking, makerspace, events and AMP Food Hall.

## **POSITION OVERVIEW**

HqO Innovation Hub is the heart of our 50-acre innovation district—a 110,000 sq ft facility housing the AMP Food Hall, coworking and office spaces, and a makerspace that serves hundreds of members, tenants, and visitors daily.

The General Manager is the mission-driven strategic leader who uniquely integrates leasing and membership, hospitality, retail and building operations. The role will ensure occupancy, membership, and revenue goals are met while creating opportunities for partners and overseeing facilities maintenance and capital asset preservation. Leadership responsibilities include managing a team of 3–4 direct reports, a \$2.5M operating budget, and ensuring HqO supports both 16 Tech's mission and financial sustainability.

This is not a typical leasing, hospitality/retail or facilities management role—it combines multiple skills sets and capabilities to deliver an exceptional experience.

## **ESSENTIAL FUNCTIONS**

### **People Leadership**

Lead and develop 3–4 direct reports (Membership, Events, Facilities) with clear performance expectations, regular coaching, and career-aligned development opportunities. Actively develop direct reports' service orientation, hospitality mindset, and leadership capabilities through modeling, mentoring, and stretch opportunities. Foster accountability, collaboration, and continuous improvement. Ensure effective succession planning that builds bench strength and prepares team members for advancement.

### **Leasing & Membership**

Responsible for maximizing occupancy and revenue across the HqO facility. Ensure a healthy pipeline of prospects, set and execute leasing and renewal strategies, and proactively manage retention. Monitor space utilization, pricing, and market conditions to optimize the mix of tenants and members. Track performance against targets (revenue, occupancy, churn, net retention) to inform decisions and ensure the facility stays leased, vibrant, and financially sustainable.

### **Operational Leadership**

Oversee the operations of HqO Innovation Hub including the AMP Food Hall, coworking space, and makerspace. Design and implement operational systems, maintain standard procedures and performance metrics to ensure consistency in experience. Oversee building and property management to ensure clean, safe, welcoming facilities with preventive maintenance, compliance, and operational readiness.

### **Hospitality & Member Experience**

Create a service culture that prioritizes member, tenant, and visitor experience. Use data (occupancy, retention, Net Promoter Score, etc.) to continuously improve. Ensure HqO serves as a welcoming entry point where every interaction reinforces 16 Tech's values of inclusivity, collaboration, and innovation.

### **Financial & Business Performance**

Manage P&L and track KPIs while developing strategies to increase financial contributions to 16 Tech's long-term sustainability and deliver impact. Ensure cost-effectiveness through strategic negotiation and vendor oversight. Oversee rent roll management, accounts receivable oversight, and collections policies in partnership with accounting. Develop strategies for achieving financial sustainability.

### **Cross-Functional Leadership**

Collaborate with brand strategy team on marketing and communications and programming team to ensure access to relevant resources for members and tenants as well as to develop member/tenant prospects. Coordinate with accounting on budget preparation and management. Participate in strategic planning as a leadership team member. Serve on the District Operations Team led by CFO.

## **QUALIFICATIONS & REQUIREMENTS**

### **Education:**

Bachelor's degree in Business Administration, Hospitality Management, Operations Management, or related field preferred, or equivalent combination of education and experience. We value varied educational backgrounds and lived experience; non-traditional backgrounds with demonstrated skills and leadership capabilities are encouraged to apply.

### **Experience:**

- 7–10 years of progressively responsible leadership in leasing and membership, operations, facilities management, or hospitality/retail
- 5+ years people management including developing and coaching teams across multiple levels
- Demonstrated success managing complex operating budgets (\$1M+) with P&L accountability
- Multi-use facility experience (coworking, food halls, event venues, student unions, community centers, mixed-use properties) strongly preferred
- Proven commercial leasing track record including negotiations, renewals, tenant prospecting, and lease administration; rent roll or asset management experience required
- Must have direct accounts receivable responsibility experience
- Property management, facility management, or hospitality industry certifications a plus

### **Required Competencies:**

### **Operational & Leasing Excellence**

Managing multi-use facilities and hospitality operations • Commercial leasing: negotiations, contract renewals, tenant prospecting, lease administration • Understanding lease structures, pricing strategies, and occupancy optimization • Identifying and securing ideal tenant mix maximizing revenue and member experience • Strong customer service orientation creating exceptional experiences • Executing leases or membership agreements and managing operational spaces

### **Leadership & Collaboration**

Exceptional leadership and people management with experience developing teams with varied backgrounds and perspectives • Excellence in vendor management, contract negotiation, and partnership development • Cross-functional collaboration across marketing, programming, and finance teams

### **Financial & Business Acumen**

Managing P&L, optimizing revenue streams, and tracking operational KPIs including coverage ratio • Strong analytical skills using data to drive operational improvements • Balancing mission-driven objectives with financial performance requirements • Demonstrated rent roll management and accounts receivable experience with direct A/R responsibility

### **Technology & Systems**

Evaluating, selecting, implementing, and administering membership management systems • Leveraging technology for operational efficiency and enhanced member experience

### **Strategic Thinking**

Entrepreneurial mindset building and scaling operational systems for growth • Balancing program use of space with operational sustainability goals

### **Cultural Fit**

Mission-motivated; interested in economic development, innovation ecosystems, and community development • Thrives in dynamic, entrepreneurial environment; self-driven and goal-oriented

### **IDEAL CANDIDATE PROFILE**

You'll succeed if you find energy in variety—equally comfortable analyzing spreadsheets, troubleshooting facilities, coaching team members, and greeting visitors. You think systemically, seeing how operations, hospitality, finance, and mission interconnect. You lead with service, believing exceptional operations enable exceptional experiences. You embrace ambiguity, making decisions with incomplete information, and adjusting courses as you learn. You build bridges, collaborating across boundaries and finding creative solutions when priorities conflict. You drive results—accountable, data-informed, and motivated by measurable outcomes while staying mission-grounded. You value inclusion, recognizing innovation

thrives when varied voices have access to resources, and you design operations that reduce rather than create barriers.

We recognize excellent leaders come from varied backgrounds: hospitality management, facilities operations, student union leadership, coworking space management, commercial leasing, property management, community development, or non-traditional paths. What matters most is demonstrated ability to lead people, manage complex operations, balance mission and revenue, and create exceptional experiences—however you've developed those capabilities.

## COMPENSATION & BENEFITS

Salary commensurate with experience. Placement reflects relevant experience, demonstrated capabilities, and organizational considerations. 16 Tech is committed to equitable compensation practices. We determine offers based on role scope and requirements, relevant experience and skills, internal considerations, and market benchmarks—not prior salary history.

### Benefits:

- Employer-paid healthcare and dental premiums for employee coverage
- 401(k) Retirement Plan with generous match: 5% employer contribution regardless of employee contribution, plus up to an additional 5% match on voluntary contributions
- Paid Group Life, Short-Term, and Long-Term Disability insurance
- Paid Time Off (PTO), including 17 holidays
- Free parking
- Professional development opportunities and support for continued learning

## HOW TO APPLY

Submit your application including resume and cover letter [here](#) by January 30th.

In your cover letter, please address:

- What attracts you to this role and 16 Tech's mission
- A specific example of balancing operational excellence with customer service and financial performance
- Your approach to leading through ambiguity and establishing scalable processes in a growing organization

16 Tech Community Corporation is an equal opportunity employer. We are committed to creating a welcoming and inclusive environment for all employees. We do not discriminate based on race, color, religion, sex, sexual orientation, gender identity, national origin, age, disability, veteran status, or any other protected characteristic.

We are committed to providing reasonable accommodations to qualified individuals with disabilities in the application process. If you need assistance or accommodation due to a disability, please contact us at [careers@16tech.com](mailto:careers@16tech.com).

Questions about this opportunity? Contact Starla Hart at [shart@16tech.com](mailto:shart@16tech.com).

Learn more about 16 Tech at [www.16tech.com](http://www.16tech.com).