

Life Sciences Incubator, Concierge Manager Life Sciences Innovation Hub

The Life Sciences Innovation Hub (LSI Hub) at the University of Calgary is a one-of-a-kind facility located within University Research Park. The LSI Hub offers access to space (office, wet and dry labs, prototype maker space), entrepreneurial and business development programming, mentorship, and technical expertise for research-intensive startups and developing companies.

The 127,000 square foot facility is operated by Innovate Calgary on behalf of the University of Calgary and its partners. This new initiative has created a number of exciting employment opportunities for talented individuals in the areas of Life Sciences and Engineering laboratory management, building and facilities management, startup support and office support.

We offer the successful candidate competitive salary and benefits and the chance to grow with a dynamic group of highly educated and motivated professionals working in what we believe to be, a business of the future.

We are currently accepting applications for the following position:

CONCIERGE MANAGER

Reporting to the Life Sciences' Team Lead, and working closely with Innovate Calgary team members and Life Sciences Innovation Hub startup teams, the Concierge Manager will be responsible for developing and managing the concierge service at the Life Sciences Innovation Hub (LSI Hub). The concierge service will be the conduit through which startups at the LSI Hub will be able to access specialized equipment and expertise within the University of Calgary.

KEY ACCOUNTABILITIES:

Laboratory Equipment Concierge Service

- Developing and maintaining a database of Innovate Calgary and University of Calgary equipment available to LSI Hub member startups;
- Liaising with UCalgary researchers to identify concierge service opportunities;
- Liaising with startups to identify equipment and service needs;
- Working with UCalgary concierge members to devise usage models for equipment and services;
- Facilitating contracts with companies and UCalgary labs;
- Manage accounting, billing, and transfers of money related to the use of the concierge service.

Portfolio Management

- Manage a portfolio of 30-40 concierge projects;
- Prepare reports and summaries, with recommendations for potential new opportunities;
- Assist with the preparation of annual reports and presentations to the CEO and Innovate Calgary Board.

PERSONAL CHARACTERISTICS:

- Strong interpersonal skills and drive to work collaboratively;
- Excellent oral, written, and analytical skills, exhibiting fluency in area of specialization;
- Proactive business relationship management skills with a commitment to the completion of projects;
- Entrepreneurial, possesses the ability to work in an evolving environment with multiple stakeholders;
- Passionate about startups;
- Comfort in the unfamiliar with a keen attitude and a willingness to explore areas outside of your area of expertise;
- Relentless problem solver;
- Demonstrable ability to learn new skills quickly;
- The ability to work with and organize large volumes of data and manage concurrent projects;
- Great time management skills and attention to detail.

REQUIRED SKILLS/ QUALIFICATIONS:

- Life sciences laboratory management experience;
- Life sciences PhD from an accredited college or university;
- Ability to create high-level reporting documents;
- Experience with university innovation processes and systems.

Interested applicants are asked to forward their **resume and cover letter** to hr@innovatecalgary.com. Alternatively, resumes may be mailed to: HR, Innovate Calgary, 3553 31 Street NW, Calgary, AB, T2L 2K7.

We thank all applicants for their interest, however, only those persons for whom we need further information, or who are being considered for an interview will be contacted.

Application deadline: End of the business day, **March 19, 2019**.