



## **Front Desk and LSIH Coordinator, Life Sciences Innovation Hub**

### **INNOVATE CALGARY**

CALGARY, ALBERTA

Innovate Calgary is the technology transfer office and business incubator for the University of Calgary. As part of the Office of the Vice-President (Research) portfolio, we work with UCalgary researchers, students, and other members, to help bridge the gap between discovery and innovation.

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.

We provide a unique environment for employees by combining a flexible work environment with great exposure to the breadth of the University of Calgary's growing innovation and entrepreneurial ecosystem.

We are currently accepting applications for the following position:

#### **Front Desk and LSIH Coordinator, Life Sciences Innovation Hub**

Reporting to the Manager, Facilities and Leasing, Innovate Calgary is searching for a motivated self-starter who enjoys working in a busy office atmosphere. As the Front Desk and LSIH Coordinator, you will be the first point of contact for visitors to the LSIH and handle day-to-day requests from clients of the Life Sciences Innovation Hub. You will also provide administrative support for the Life Sciences Innovation Hub and get involved in projects such as event planning, facilities management, supporting other hubs, communications, and marketing.

#### **Key Accountabilities:**

- Provide friendly, cordial assistance to staff, management, and guests in all aspects of the role
- Perform front-desk reception duties, including greeting visitors and answering inquiries (in-person, on the phone, and via email)
- Understanding and explaining the resources available to startup companies and knowing what programs and services would be most applicable to each startup
- Accurate and timely completion of assigned tasks
- Develop excellent relationships with Life Science Innovation Hub clients
- Management of meeting rooms, including but not limited to:
  - booking meeting rooms via the online reservation system and making changes to reservations as required
  - resetting meeting rooms, including light cleaning of rooms and storage of equipment and supplies
  - monitoring of meeting room equipment and coordinating equipment repairs as required
  - ordering and set up of catering as required

- Provide administrative support to the buildings and facilities team and lab team, including, but not limited to:
  - maintaining the *LSIH Master Contact List*
  - submitting access card request forms and updating the *Tenant Access Worksheet*
  - maintaining inventory of facility-owned furniture
  - updating the *Door Activity Report*
  - assisting the Manager, Facilities and Leasing as required
  - restocking the coffee supplies at the coffee stations
  - completing building and facilities projects as assigned

**Personal Characteristics:**

- A friendly personality and an eagerness to help
- Excellent interpersonal skills
- The ability to work with, prioritize and organize numerous tasks, including simultaneous work on numerous assignments or projects
- The strength of personality to seek direction and priority update projects to ensure that the most time-sensitive projects are completed first
- Business relationship management skills with a commitment to completion of projects within a team environment
- The willingness to take on different levels of responsibility and independently carry projects through to completion
- The ability to always maintain company and employee confidentiality

**Skills/Qualifications:**

- A completed 1-year certificate or diploma in Business, Office Administration, or a closely-related field and 1-2 years of experience
- Or a high-school diploma with 5 years of experience as an administrative assistant in a business office environment with a broad understanding of the terminology, timelines, and processes related to the functioning of a business office
- Proficiency with Microsoft Office Suite (Word, PowerPoint, Excel, Outlook, Teams, and SharePoint)
- Very strong organizational and exceptional collaboration skills with exceptional attention to detail
- Strong written and verbal communication skills
- Ability to quickly align with shifting priorities, work assignments, and timelines
- Ability to work independently and in a dynamic team environment
- Ability to set up and coordinate video and audio conferences



Interested applicants are asked to forward their **resume and cover letter** to [hr@innovatecalgary.com](mailto:hr@innovatecalgary.com).

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 closing date:** End of Day, August 31, 2022

*Innovate Calgary is an equal opportunity organization committed to building and fostering a fair and inclusive community that values diversity and encourages respect for all. We welcome applicants across any race, colour, religion, sex, sexual orientation, gender identity, national origin, disability, protected veteran status, Indigenous status, or any other legally-protected factors. We recognize the value of identifying and removing barriers for any applicants interested in participating in our programs. Please contact us at [hr@innovatecalgary.com](mailto:hr@innovatecalgary.com) to start a conversation about different accommodations available.*