

## **Operations Manager**

### **The Opportunity**

StartUptown needs a self-directed, creative and outgoing Operations Manager to drive its concept forward. In this role, you will serve equal parts membership coordinator, events planner, and marketing lead. You will influence StartUptown's future and will interact with a broad spectrum of Pittsburgh's community.

### **Your Responsibilities**

As membership coordinator, your primary responsibility is to ensure that member needs and requests are met on a daily basis. Related activities include:

- Coordinate with Landlords and Facilities Manager(s) to maintain adequate levels of on-site supplies
- Handle infrastructure and service requests from members
- Manage the schedule and logistics for weekly and monthly member events
- Provide tours to visitors and prospective members
- Assist with member recruitment and onboarding initiatives

As events planner, your primary responsibility is to assist with the planning and hosting of StartUptown public events. Related activities include:

- Establish an events programming schedule
- Identify event participants and handle related communications
- Use social media channels to promote and document events
- Serve as on-site host for select events
- Coordinate any necessary pre-event site preparation and post-event breakdown

As marketing lead, your primary responsibility is to promote StartUptown and its members as valuable components of Pittsburgh's startup culture. Related activities include:

- Assist with the creation and execution of a social media strategy
- Announce upcoming events and document events as they happen
- Create web content to promote StartUptown and its members
- Update website with timely event and member information as needed
- Generate and distribute press releases for select announcements
- Serve as StartUptown spokesperson when necessary

You will report to StartUptown's Executive Director.

## The Requirements

You should be all the following:

1. **A Creative Thinker** - Startup companies strive to create something from nothing -- this is very hard to do. And supporting these companies, as StartUptown does, is equally challenging. There are myriad destinations and no roadmap. *Success will depend on our ability to find a way forward in the absence of an obvious path.*
2. **An Effective Multitasker** - The to-do list is long and time is precious. You should be motivated, organized, adept at prioritizing tasks, and good at choosing action over motion. *Success will depend on our ability to move forward, not in circles.*
3. **A Great Communicator** - You should be a skilled writer, speaker and listener. You will be one voice among many competing for the attention of our audience, so concise and purposeful messaging is essential. *Success will depend on our ability to capture imaginations with a vision for creating great things that don't yet exist.*

In addition, the following digital skills will be useful, if not necessary:

- Proficient at using personal and mobile computing devices
- Functional competency with Google Apps (or equivalent) services and tools
- Basic working knowledge of HTML, CSS and Github (or equivalent)
- Familiarity with and an active presence on popular social media sites

## About StartUptown

StartUptown is a member driven community of startup companies located in the Fifth-Forbes corridor of Pittsburgh. We have locations in both Oakland and Uptown. We offer all-inclusive monthly leases and connections to resources that save time and money, so that our member companies can focus on building products, getting customers and growing their business.

Please email your resume and a brief cover letter to: [tad@startuptown.org](mailto:tad@startuptown.org).