



**Position Title: Hub Operations Site Coordinator**

**Terms: Full-Time, Non-Exempt**

**Department: Economic Development**

**Location: Urban Hub: 340 N. Broadway Ste. 200, Green Bay, WI**

**Reports To: Entrepreneurship/Startup Manager**

The Greater Green Bay Chamber is seeking a highly motivated, dependable, creative, fun, and energetic person to serve as the Hub Operations Site Coordinator. Working with a dedicated and high-performing team, the ideal person will drive and deliver results to help us achieve our measures of success while working with their team and stakeholders dedicated to the mission and goals of the Greater Green Bay Chamber.

**About Us:**

Established in 1882, the Greater Green Bay Chamber's mission is to strengthen member businesses, enhance economic and workforce development, and improve the quality of life in our community and region.

**About the Role:**

The Hub Operations Site Coordinator will assist in oversight of the daily operations of the Greater Green Bay Chamber's, Urban and Startup Hub facilities, ensuring a positive experience for Hub members/tenants and community members. They will assist in/lead preparation for events, activities, and programs that take place in our Hubs, supporting entrepreneurs/start-up businesses, and community members. They will handle the basic day-to-day needs in the Hub spaces. They will work closely with members of the Economic Development team and Chamber colleagues, to foster a strong sense of community and collaboration, in all of our work, while ensuring the Hubs are managed in an efficient and cost-effective manner. The Hub Operations Site Coordinator will work on-site in our Hubs, with occasional travel for events and team activities. They will take on additional tasks/projects as assigned.

**Responsibilities:**

- Positively represent the Chamber in our Hubs providing a warm, welcoming, and inclusive environment for all members and guests.



- Ensure that the Hub spaces are kept up to the standards expected, including, basic cleaning and facilities tasks in the Hubs.
- Manage our member/tenant data bases and engagement tools, and respond to and track member inquiries, requests, needs and concerns in a timely and professional manner.
- Work with members, tenants, and other parties to identify and assist in event/program logistics, including event set up and take down, assistance in facilitating catering services, activation of audiovisual and microphone equipment, and access to the space.
- Conduct tours of the space with potential members, tenants, community members and other parties, highlighting the benefits and features of our Hub spaces, and be able to speak to in general to our Chamber and Economic Development work in the community.
- Assist in our work to develop and deliver Hub engagement activities, events, programs etc. that promote networking, knowledge sharing, support of the entrepreneurial eco system, and member/tenant satisfaction.
- Assist with tracking and reporting of metrics and kpi's to monitor and manage Hub performance and to ensure growth and profitability.
- Research other coworking/incubator spaces in the region, to assist in market evaluations, and ensure we deliver a strong value proposition, seeking process improvements where possible/needed.
- Attend economic development, Chamber and other community meetings/activities as directed.
- Other tasks/duties as assigned by Economic Development leadership.

**Candidate  
Requirements:**

- Strong organizational skills, and attention to detail, with the ability to prioritize, multitask and collaborate in a fast-paced environment.
- Strong aptitude for/relevant experience delivering positive and friendly client-facing interactions and experiences, with all types of people.



- Ability to communicate effectively and professionally with internal and external parties in oral and written formats.
- Ability to work in an autonomous setting with support from a team, virtually and in person.
- Ability to learn/utilize various computer programs including, the organizations email, and website tools, Outlook, Microsoft Office, and other software utilized in this space.
- Ability to proactively identify process improvement opportunities.
- The position may require lifting and moving furniture or equipment up to 50 pounds.
- Shift is generally daytime (ex 8am-4:30pm) Monday- Friday but, an occasional evening may be required based on events/activities in the space. Demonstrated experience in event planning and execution.

**12/05/2024**