

**Position:** Startup Services Coordinator

**Company:** Wavefront Wireless Commercialization Centre

**Date Posted:** September 25, 2016

**City:** Vancouver

**Job Description:**

Do you have a positive, "get-it-done" attitude? Have people consistently told you that you were on top of your game for the work you do? Are you interested in developing your network within Vancouver's start-up environment? If you've answered yes to the three questions above, then keep reading. We're looking for a "go-getter" who is extremely organized, reliable and loves interacting with people to be Wavefront's next Startup Services Coordinator.

The Startup Services Coordinator ensures the efficient day-to-day operations of the Accelerator programs and supports our portfolio of startup/SME companies, and the Accelerator Operations team, including the Executive-in-Residence mentors.

- 1) Role with Startups and Small Medium Enterprises (SME):
  - a. Champion our portfolio companies and become their go-to resource when they're seeking support
  - b. Be Wavefront Accelerator's first point of contact with the tech community
  
- 2) Role within Accelerator Team:
  - a. Assist with administration of customer journey, from onboarding to alumni engagement
  - b. Track the successes of our portfolio through CRM, reporting, etc.
  - c. Coordinate course delivery and educational events
  - d. Assist the Executives-in-Residence with mentee coordination

Wavefront is Canada's leader in transforming business through mobile and IoT innovation. We are a centre for commercialization for companies in the wireless and IoT technologies space and our vision is to build a globally relevant, nationally connected ecosystem that delivers digital capacity, competitiveness and prosperity for Canadians.

For more information on Wavefront visit our website at [www.wavefront.ca](http://www.wavefront.ca)

**Key Responsibilities:**

The Startup Services Coordinator performs a wide range of duties including some or all of the following:

- Work with administrative team to onboard and offboard companies
- Use spreadsheets, CRM software, and other tools to track company performance for reporting
- Maintain and ensure accuracy of databases

- Help portfolio companies access partner perks and discounts
- Respond to general information requests to help startups determine which Wavefront programs and resources best suit their needs
- Assist in coordinating review meetings and other arrangements for staff, service providers and startups
- Assist in the coordination and delivery of program training and events
- Assist with room bookings and catering arrangements as required
- Assist in gathering reports and metrics from program companies and preparation of reports
- Liaise with Marketing team to ensure program promotional needs are met
- Collect RSVPs and prepare registration materials
- Attend community events to drive leads to accelerator programs; occasional work outside of 9-5 is expected
- Provide administrative support to management, startups, service providers and other staff as required

### **Core Competencies:**

- High school diploma
- Post secondary education (ideally a degree or equivalent in: communications, operations, business)
- 1-3 years' experience in a Customer Success or Coordinator role, or equivalent
- Proficiency in MS Office Suite
- Proficiency in Databases/CRM, particularly with Salesforce
- Must have excellent organizational and critical thinking skills
- Strong communication and outreach skills
- Must love networking and meeting people
- Must have a warm and outgoing personality and feel ease when talking to a wide range of stakeholders
- Self starter who is not afraid to take initiative or challenge the status quo
- Experience with project or program management
- Has worked with several clients at once
- Experience with sales
- Interest and experience in startups/entrepreneurship
- Passion for technology
- Has established connections within tech startup community

To apply, please forward by email, a copy of your current resume and covering letter including salary expectations to [hr@wavefront.ca](mailto:hr@wavefront.ca) quoting reference "Startup Services Coordinator" **no later than October 15, 2017.**

Wavefront thanks all applicants for their interest, but regrets we will only be in contact with those under further consideration.