

JOB TITLE: Client Services Coordinator

REPORTS TO: University of Arizona Center for Innovation Executive Director

JOB SUMMARY

The University of Arizona Center for Innovation (UACI) is a startup incubator network with outposts across the Southern Arizona region and a mission to grow scalable startup ventures that fuel the Arizona economy. Since inception in 2003, the program has directly served over 170 companies and impacted thousands of entrepreneurs. This is done through providing access to people, programming and places that help entrepreneurs take their companies from idea to market. Startups go through a structured program that takes them through a continuum of education provided by mentors, advisors and community collaborators. UACI also provides access to service providers, industry cluster groups, interns and connections to potential customers and strategic partners. Entrepreneurs utilize various physical spaces that include offices, wet and dry labs, meeting rooms a prototyping center, collaboration areas and the infrastructure to support these spaces. The UA Center for Innovation is part of Tech Parks Arizona, which brings together university, industry and community, creating “interactive ground” to advance technology commercialization.

The Client Services Coordinator manages incubator facilities logistics, supports the data input of startup lead generation, manages contract templates and supports the Executive Director. This position is currently 40 hours per week and reports to the Executive Director.

DUTIES & ESSENTIAL JOB FUNCTIONS

Client Services Coordinator duties may include:

- Arrange meetings for the executive director and coordinates travel and event registration as appropriate
- Support UACI event logistics
- Support clients with needs including incubator facility logistics, internal and external communication
- Serve as front door receptionist for UACI startups and guests
- Manage contracting process, startup client onboarding and orientations
- Manage all addendums to client agreements
- Manage the CRM data input for the business development process; track leads, ensure information is accurate and coordinate resources
- Represents UACI at events as necessary
- Manage the acquisition and allocation of resources to ensure facility equipment, supplies and marketing materials are available for startups and staff
- Provided support for the Executive Director and Director as needed

QUALIFICATIONS/REQUIREMENTS

- Three or more years managing an office setting
- Proficiency in Microsoft Office, especially Outlook, Word, Excel and PowerPoint
- Experience with Salesforce and related CRM tools
- Excellent written and verbal communications skills
- Well-developed time management skills, including the ability to identify, prioritize and complete tasks and projects in an effective and timely manner
- An entrepreneurial spirit and the willingness to take the initiative and be creative
- Detail-oriented, analytical and superb organizational skills
- Ability to work independently
- Experience with startup companies a PLUS