



University City Science Center Job Posting: **Quorum Concierge**

The University City Science Center has an immediate opening for a full-time Quorum Concierge.

The Quorum Concierge is the first friendly face patrons see when they enter the Quorum space. The Concierge handles all guest interactions with the highest level of hospitality and professionalism, resolves any complaints, and assists customers in all inquiries in connection with the co-working space, programs and event space rental.

The Quorum Concierge is responsible for coordinating the everyday operations of the Quorum drop-in work lounge including the community of entrepreneurs and students utilizing the space, as well as assisting with event space rentals. This role will work in conjunction with the existing Science Center Quorum Program and as such this position will spend some time dedicated to assisting the Venture Café team to ensure the Thursday night gathering's success. This position's hours will match the opening hours for the Quorum lounge (which may differ from traditional working hours). This position will also accommodate early morning and evening events as needed.

Responsibilities include:

- Management of the Quorum calendar, ensuring patrons know when and what space is open
- Oversight of Quorum drop-in lounge making sure space is clean and tidy and patrons treat each other and staff with respect and curtesy
- Coordination of cleaning with Quorum Porter
- Coordination of all facility related issues for after-hours events both upstairs and downstairs (ensuring doors are unlocked, security alerted etc)
- Liaise with lobby staff keeping them up to date on all Quorum events
- Develop relationships with regular Quorum patrons and assist with technology connectivity
- Assists with events and programs as needed
- Opens the Quorum space in the morning
- Provides support and assistance on Thursday nights for Venture Café operations
- Assists with the set up and breakdown of the physical space for events, including Venture Café Thursday night gathering

The Quorum Concierge is a key member of the Ecosystem Development team and as such has internal contacts with the Marketing and Ecosystem Development Team, the entire administrative staff and external contact with funders, potential funders, media outlets, business partners, government agencies, and the community. This position has access to sensitive UCSC, Quorum, Venture Cafe, and some start-up company information and is expected to handle such information with integrity and professionalism. This position has regular contact with industry partners, and members of the community and is expected to represent UCSC in a professional manner.

The successful candidate will 1-2 years of experience in an externally facing role in marketing, communications, client relations, or community engagement, preferably for a non-profit organization. Direct experience working with students and start-ups highly preferred. Comfort with technology is a must. The Quorum Concierge must be able to assist with early morning and evening events on an as needed basis.

BA/BS degree from an accredited college or university is preferred.

The Science Center offers a comprehensive employee benefit package which includes Medical, Dental, Short and Long Term Disability, Flexible Spending, Life Insurance and 403(b) with a significant company match.

Salary is commensurate with experience.

We are an Equal Opportunity Employer

Interested candidates should forward a resume along with salary requirements to: Human Resources, University City Science Center 3711 Market Street, Suite 800 Philadelphia, PA 19104 or email resumes@sciencecenter.org.

About the Science Center

Located in the heart of uCity Square, the Science Center is a mission-driven nonprofit organization that catalyzes and connects innovation to entrepreneurship and technology commercialization. For 50+ years, the Science Center has supported startups, research, and economic development in the life sciences, healthcare, physical sciences, and emerging technology sectors. As a result, graduate firms and current residents of the Science Center's incubator support one out of every 100 jobs in the Greater Philadelphia region and drive \$13 billion in economic activity in the region annually. By providing resources and programming for any stage of a business's lifecycle, the Science Center helps scientists, entrepreneurs and innovators take their concepts from idea to IPO – and beyond. For more information about the Science Center, go to www.sciencecenter.org