



Job Description – Innovation HUB Coordinator

Company Profile

The HealthTech Innovation HUB – located at the heart of The Health and Technology District, and managed by Lark Group – offers a vibrant ecosystem for entrepreneurs, innovators, startup companies, multinational organizations, researchers, clinicians and healthcare professionals to co-locate and collaborate in state-of-the-art facilities. Representing a range of fields and technologies, the HealthTech Innovation HUB community is dedicated to transforming the advances in research and science into novel technologies that improves lives.

Job Summary

Responsible for supporting and inspiring the HealthTech Innovation HUB culture, the Coordinator oversees the daily operations at the HUB: supporting the companies, clients and tenants, and leading activities, communications and events related to the HUB and the overall Health and Technology District. The Coordinator will be part of the Marketing Team for the District and acts as the host and concierge for all HealthTech Innovation HUB activities, including direct support for all new, existing and joining entities. The Coordinator will also support the onboarding and lease/license management for the tenants and facilitate any space related activities.

What You'll Be Doing

HUB Coordination

- Maintaining HUB standards and expectations by nurturing the collaborative and community focused environment amongst our HealthTech Innovation HUB tenants
- Making introductions and executing community initiatives to create connections amongst tenants and stakeholders
- Identifying tenants' needs and business objectives in order to implement services and initiatives that facilitate their achievement of these
- Planning, coordinating and executing events that align with common interest areas and business objectives
- Support the marketing, onboarding and management of tenants/licensee's
- Support the development and dissemination of all internal and external communication material, including social media content and newsletters
- Facilitate and coordinate all events and activities within the HUB
- Supports Marketing related activities for the HUB and overall District

Daily Operations

- Managing the "HUB Experience" by greeting and assisting tenants and visitors in the HealthTech Innovation HUB lobby area
- Ensuring that the HealthTech Innovation HUB is fully operational and processes are running smoothly to ensure highest level of tenant satisfaction
- Supervise move-ins and move-outs for quality experience

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- Solve tenant-related issues and process tenant terminations and other issues of complexity
- Design and implement rules, guidelines and best practices for the community to optimize tenant experience
- Manage and maintain relationships with vendors and landlords
- Make recommendations on any repairs, maintenance, or updates required in the HUB
- Identify and resolve issues presented, i.e. insufficient cleaning staff, repeating IT-related failures, malfunctioning conference room equipment, etc.
- Know and be able to implement member safety plans, i.e. fire and emergency plans
- Review facility documents to ensure that information is updated and accurate
- Performing general office administration tasks and ad-hoc duties as required

Business Development

- Driving growth and promotion of the HealthTech Innovation HUB and The Health and Technology District through means of communication, events coordination, and exhibitions
- Identifying opportunities to develop effective relationships with key stakeholders and partners
- Responding to written and oral inquiries, including complex correspondence or sensitive information requiring significant tact and diplomacy
- Conduct walkthroughs and tours of the HealthTech Innovation HUB
- Engage in the larger community by hosting and/or attending events and networking opportunities with local, national and international organizations

Who You Are

- Engaging and compassionate. You are a true “people’s person” that can strike up a conversation with anyone in the room and be remembered for your genuine interest. Your excellent interpersonal skills also translate into strong verbal and written communication, where you are able to easily adjust your tone and voice as required.
- Superior organizational skills. You are comfortable keeping multiple time-sensitive projects in the air, and know how to prioritize your tasks according to importance and urgency. Seeing things through to the end is key to you.
- Entrepreneurial and networked. You have a passion for the entrepreneurial community and understand value of “connecting the dots” within these networks. You love bringing people and things together.
- Creative and playful. You’re constantly thinking of new ways to leverage the experience of our tenants and spread the word about our community.
- Passionate about learning. You don’t need to be an expert in everything on your to-do list, but you do need to be willing to put yourself out there and try new things in a supportive environment.
- A team player. When all hands are required on deck, you somehow find an extra pair to achieve that little bit extra.



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What We Might Find On Your Resume

- Completed College degree, Bachelor's degree, or equivalent. An appropriate combination of work experience and continued studies may also be considered.
- Experience in: Administrative support; Human Relations; Communications; Event Coordination; Media; Customer service; and/or Operational Management.
- Additional skills we value: Familiarity with Adobe Creative Suite (PhotoShop, InDesign), Photography, Web development (Wordpress), Email marketing (MailChimp)
- Experience in health or the tech industry would be an asset

The Finer Details

- This is a full time, permanent position
- You'll be working from the HealthTech Innovation HUB at 13737 96th Avenue, Surrey
- Proposed start date: As soon as possible

What We Offer

- Work in a high-tech environment with a network of leading-edge entrepreneurs and researchers
- The opportunity to nurture and leverage a vibrant community culture, empowering our tenants to make real impact on meaningful projects
- A competitive compensation package
- Benefits to be offered to the successful candidate after a three month probationary period

To Apply

Please email your resume and cover letter to: jpalsson@larkgroup.com. As personal fit is key to us, we also highly appreciate efforts to include a portfolio of work that speaks to yourself, both professionally and personally. This may, for instance, include social media handles, side projects or volunteer work you've engaged in.