

Cal Poly Humboldt Sponsored Programs Foundation

Job Announcement

This is not a state position

Position Title: Operations Coordinator - StartUp Humboldt

Location: StartUp Humboldt Innovation Hub, 876 7th St., Arcata, CA

Position Status: On-site

Hours: Typically 8:30am-5:30pm, Monday through Friday, with some flexibility for after-hours events and emergency response as needed.

Wage: \$23/hr. This is a Full Time, Non-Exempt, benefit eligible position.

Supervisor: Executive Director, NorCal SBDC

Position Overview: The Operations Coordinator serves as the primary on-site representative for the StartUp Humboldt Innovation Hub and is responsible for the day-to-day operations, member experience, facility rental program, and activities of the facility. This position ensures a welcoming, functional, secure, and professionally managed environment for members, tenants, guests, and community partners.

In addition to overseeing facility operations and member services, the Coordinator plays a critical role in generating revenue through facility rentals and membership growth. The position is responsible for marketing and promoting the Innovation Hub, cultivating relationships with prospective clients and community partners, managing rental bookings and memberships, and ensuring exceptional customer service throughout the reservation process.

The Coordinator serves as the primary administrator for the facility's reservation and membership management platform (CoWorks), overseeing facility scheduling, customer communications, invoicing coordination, and utilization reporting. This position works closely with the NorCal SBDC Executive Directors and other designated staff to ensure adequate staffing coverage for evening and weekend facility rentals, events, and programs. While the Coordinator may personally staff events as needed, they are also responsible for coordinating staffing coverage and serving as the primary point of contact for rental clients before, during, and after events.

Key Responsibilities:

Facility Operations and Member Services

- Serve as the first point of contact for members, tenants, prospective clients, and visitors.
- Support member onboarding and orientation, educating new members on facility resources, policies, and membership benefits.
- Ensure compliance with membership agreements, facility policies, and community standards.
- Oversee the scheduling and allocation of offices, meeting rooms, event spaces, coworking areas, and other shared resources.
- Maintain a welcoming and professional environment that supports innovation, entrepreneurship, and community engagement.
- Respond promptly to member and guest requests and coordinate solutions to operational concerns.

Facility Rental Management and Revenue Generation

- Promote rental opportunities to community organizations, businesses, educational institutions, and event organizers.

- Serve as the primary point of contact for facility rental inquiries, tours, proposals, contracts, and customer support.
- Manage the complete rental lifecycle from inquiry through event completion.
- Work collaboratively with clients to determine space, technology, furniture, and staffing needs for events.
- Coordinate with supervisors and designated staff to ensure adequate staffing coverage for all scheduled rentals and events, including evenings and weekends.
- Assist with the development and implementation of strategies to increase membership enrollment, facility utilization, and earned revenue.

Marketing, Communications, and Community Engagement

- Develop and maintain a consistent social media presence to promote memberships, facility rentals, programs, events, and success stories.
- Ensure website and online facility listings are maintained with current information and availability.
- Represent StartUp Humboldt at community events, networking opportunities, and outreach activities.
- Build relationships with local entrepreneurs, businesses, nonprofits, educational institutions, and community partners to expand awareness and utilization of the Innovation Hub.

Reservations, Scheduling, and Administrative Systems

- Serve as the primary administrator of the CoWorks software platform.
- Manage facility reservations, membership records, scheduling, customer communications, and reporting through CoWorks.
- Monitor facility utilization and identify opportunities to optimize occupancy and rental revenue.
- Maintain accurate records related to memberships, rentals, contracts, usage statistics, and customer interactions.
- Generate reports on facility usage, memberships, rentals, revenue, and event activity as requested.

Financial Administration

- Coordinate rental invoicing, membership billing, and payment processing in partnership with Cal Poly Humboldt Sponsored Programs Foundation Accounting.
- Monitor accounts receivable related to memberships and facility rentals and follow up on outstanding balances as appropriate.
- Ensure rental agreements, deposits, fees, and payments are processed accurately and in a timely manner.
- Track revenue and utilization metrics and assist with budget planning and forecasting activities.
- Prepare periodic financial and operational reports related to facility performance.

Operations, Maintenance, and Security

- Maintain operational readiness of the facility, including furnishings, equipment, office supplies, technology, and common areas.
- Coordinate with vendors, contractors, custodial services, maintenance personnel, and security providers as needed.
- Receive and distribute incoming mail and packages.
- Conduct routine facility inspections and coordinate repairs and improvements.
- Manage building access systems, keys, access cards, and security protocols.
- Monitor security systems and respond appropriately to incidents or emergencies.
- Support compliance with safety regulations and emergency preparedness procedures.

Event Coordination

- Coordinate and support facility events, workshops, training sessions, networking activities, and community programs.
- Manage event logistics including scheduling, room setup, audiovisual needs, vendor coordination, and post-event restoration.
- Ensure smooth operations and positive customer experiences for all hosted events.
- Serve as on-site event support as needed and coordinate additional staffing resources for larger events and after-hours activities.

Policy Compliance and Continuous Improvement

- Enforce facility policies and community standards in a professional and consistent manner.
- Resolve conflicts diplomatically and escalate issues as appropriate.
- Recommend improvements to facility operations, customer service processes, marketing efforts, and revenue-generating activities.
- Support strategic initiatives designed to strengthen StartUp Humboldt's impact, sustainability, and community engagement.

Qualifications:

Education: High school diploma required; Bachelor's degree in Business Administration, Marketing, Event Management, Facilities Management, Entrepreneurship, Communications, or a related field preferred.

Experience: Minimum of two years of experience in facility operations, coworking space management, business development, event coordination, customer service, sales, marketing, or administrative support. Experience managing facility rentals, memberships, reservations, or event operations preferred. Experience using CRM, reservation management, coworking, or membership management software preferred.

Skills: Strong customer service, communication, and relationship-building skills. Demonstrated ability to market services and generate business opportunities. Experience with social media marketing, digital communications, and promotional activities. Excellent organizational and project management skills with strong attention to detail. Ability to manage multiple priorities in a fast-paced environment. Proficiency with Microsoft Office, Google Workspace, and web-based software systems. Ability to work independently while maintaining strong collaboration with leadership and community partners.

Work Environment: This position is based in a dynamic coworking and innovation hub environment with frequent interaction among entrepreneurs, students, staff, faculty, community organizations, and business leaders. The position requires a regular on-site presence and flexibility to support facility operations.

Occasional evening and weekend work is required. The Coordinator is responsible for ensuring adequate staffing coverage for scheduled facility rentals, events, and programs occurring outside standard business hours, working closely with their supervisor to coordinate staffing plans and operational support.

Compensation and Benefits: This is a full-time position with competitive salary and benefits, including healthcare, paid time off, and professional development opportunities.

APPLICATION PROCESS

Qualified applicants should submit the following items via email to careers@norcalsbdc.org

1. Cover letter
2. Résumé

3. Three *professional* reference contacts
4. [Cal Poly Humboldt SPF Employee Information Form for Applicants](#)

Position will remain open until filled. Apply before **Monday, July 6, 2026 5:00pm** to be included in the first round of application reviews.

ADDITIONAL INFORMATION

Cal Poly Humboldt Sponsored Programs Foundation is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex including sexual orientation and gender identity, national origin, disability, protected Veteran Status, or any other legally protected status. More information about Cal Poly Humboldt SPF's Equal Employment Opportunity hiring can be found [here](#).

SPF adheres to the policy of employment at will, which permits the employer or the employee to end the employment relationship at any time, for any reason, with or without cause or notice as permissible by law. No SPF representative other than the Executive Director may modify at-will status and/or provide any special arrangement concerning terms or conditions of employment in an individual case or generally and any such modification must be in a signed writing.

Maintaining eligibility to work in the United States is a condition of employment. Cal Poly Humboldt Sponsored Programs Foundation does not sponsor visas for staff, management, or temporary positions.

For assistance with the application process, please submit an Accommodation Request Form, which can be [found here](#) or contact ADA Coordinator at 707.826.3626 or confidential fax at 707.826.3625. For more information regarding accommodation, you may also visit the Cal Poly Humboldt Human Resources website at <https://disability.humboldt.edu/>. Individuals in need of a telecommunications relay service may contact the California Relay Service at 877.735.2929 TTY.