STLPARTNERSHIP

Site Administrator

Work to Improve and Increase Economic Opportunities in the St. Louis Region

The St. Louis Economic Development Partnership (STL Partnership) is a Missouri non-profit corporation organized for the purposes of advancing the social welfare, health, and economic interests of the St. Louis region and its residents. In furtherance of its organizational purposes, STL Partnership provides governmental economic development services to both St. Louis County and the City of St. Louis.

STL Partnership aligns regional efforts in business development, business finance, entrepreneurial support, and international trade services and provides a broad range of services to boost innovation and entrepreneurship, support business retention and expansion, enhance the region's global relevance, and revitalize communities. STL Partnership is a key facilitator of initiatives to encourage equitable economic prosperity and resiliency in the St. Louis region.

Position Description

The Site Administrator is responsible for supporting the management of the day-to-day operations of STL Partnership Business Incubators as well as working collaboratively with the third-party facility management vendor on client administration activities as needed. Responsibilities of a Site Administrator include (but are not limited to): conducting facility tours, marketing programs and services to potential clients, incubator agreement preparation or review, client relations, routine administrative and support services for clients, recordkeeping and accounting activities, procurement, and budgeting. Support the coordination of the duties, tasks, and activities of the property management company for client administration and working collaboratively with the Lead Site Administrator to oversee various outside contractors and service-providers. Additional responsibilities also include working collaboratively with the Lead Site Administrator, Assistant Vice President of Real Estate and Facilities, and the Director of Innovation and Entrepreneurship in promoting and executing strategies to grow the number of clients in each site, increase the "graduation rate" of clients, maintain up-to-date program and service information, and act as a referral source for programs and services offered by other divisions of STL Partnership.

The Site Administrator is managed and directed by the Lead Site Administrator, working collaboratively with the Assistant Vice President of Real Estate and Facilities.

Job Duties

- Provide a physical presence at all incubator locations on a rotational, regular, and consistent basis.
- Support the management of all aspects of the business incubators and provide reception services to client companies as necessary.
- Assist with the facility management manuals and procedures with at least a quarterly review to identify and propose updates.
- As needed and in collaboration with the Director of Innovation and Entrepreneurship, promote and execute strategies for each Business incubator to grow the number of clients in the Business incubator and increase the "graduation rate" of clients.
- Assist with the annual STL VentureWorks budget, including individual business incubator budgets, as well as the monthly budget reports, the revised revenue projection, and the revised

occupancy report, and any other reporting as deemed necessary. Assist in monitoring all expenditure and income and tracking against budget and report significant deviations.

- Promote incubator community engagement and cross-collaboration with other clients within the incubator (i.e., networking events and inviting the clients and outside guests, etc.), including, but not limited to the planning, coordination, and execution of community events across all business incubators.
- Build relationships with community organizations.
- Act as a liaison with various groups, media, boards, and agencies on an as directed basis.
- Provide client services or partner with the appropriate resources to assist client companies with questions, concerns, and issues.
- Understand, explain, and apply relevant policies, procedures, and regulations. Interpret policies, follow procedures, and handle complaints. Troubleshoot and resolve disputes with clients and/or between clients.
- Conduct tours of facilities, schedule monthly milestone meetings, support marketing efforts, create and send invitations to all clients (across all incubators), promote business strategy sessions within the incubator, book meeting space, set-up and break down refreshments for sessions, provide program information and answer questions, etc.
- Maintain up-to-date program and service information and distribute to interested parties. Act as a referral source for programs and services offered by the incubator(s) and by other divisions of STL Partnership.
- Track service-provision/consumption and bills as necessary to maintain accurate accounting records.
- Assist with procuring services as needed, following appropriate procurement guidelines and requirements.
- Collaborate with the Lead Site Administrator, Assistant Vice President of Real Estate, and property management company to ensure scheduled maintenance occurs and appropriate reporting is received, summarized, and provided to management and clients as necessary. Take corrective action as needed.
- Responsible for the security of the facilities including issuing security access cards and keys, programming security system, monitoring event activity, and for the proper recording and reporting of incidents within the facility and on the building grounds that might require contact with insurance, police, fire, medical, and other assisting agencies.
- Responsible for ensuring clients' move-in and exit processes are performed appropriately and in a timely manner.
- Oversee the reallocation of space and movement of clients from one unit to another.
- Monitor the progress of clients and assist in their relocation as appropriate.
- Maintain client-filing system; approve routine vendor invoices, prepare invoice log, and orders supplies.
- Work with all divisions of STL Partnership to support the delivery of regular programming.
- Ability to be an ambassador for the St. Louis business community.
- Understand and execute both basic and complex directions.
- Work independently on complex and confidential assignments without detailed instructions.
- Consistently administer and effectively execute a volume of varying tasks and deadlines.
- Skillfully respond to and interface with clients and staff.
- Analyze information and statistics to solve problems through deductive and inductive reasoning.
- Perform and accomplish requirements of the job using appropriate general office equipment (i.e., fax machine, copy machine, calculator, multi-function telephone, etc.).
- Use advanced computer word processing and spreadsheet/database management applications (i.e., Microsoft Office Suite, desktop publishing knowledge, etc.).
- Attend to details, calculate numerical formulas, and verify accuracy of amounts and calculations.

- Use and set up equipment needed for presentations (i.e., laptop, projection system, etc.).
- Comprehend and make inferences from written materials.
- Perform light physical work lifting up to 25 pounds on an occasional basis; perform such activities as fingering, grasping, lifting, reaching, crouching and repetitive tasks.
- Communicate effectively, both orally and in writing.
- Recognize and respect diversity and work effectively with peoples of other cultures.
- Attend relevant training, seminars, and conferences to maintain and develop appropriate skills.
- Perform various other duties and functions as required or assigned within area of expertise or scope of the position.

Professional Qualifications

Education

Associate degree (Bachelor's degree preferred) from an accredited institution in business or local government administration, political science, law, urban planning, environmental studies, marketing, or related field.

Experience and Skills

- At least four years of progressively more responsible related work experience, preferred experience in a small business incubator environment or in commercial real estate management.
- Proven ability to manage time sensitive and confidential information.
- Demonstrated ability to execute and perform contract and/or project management.
- Strong written and verbal communication skills and public speaking experience.
- Ability to perform and accomplish requirements of the job using appropriate general office equipment (i.e., computer, printer, copy machine, calculator, multi-function telephone, etc.).
- Use basic computer word processing applications (e.g. Microsoft Office suite).
- Type quickly (~70+wpm) and accurately.
- Knowledge of laws and regulations affecting commercial real estate and property management, public safety and health, and insurance.
- Experience with public/community relations.
- Familiarity with principles and practices of bookkeeping.

Personal Qualities

1. Demonstrated commitment to public service and STL Partnership's mission.
2. Self-motivated and able and willing to manage the job demands.
3. A team player who inspires collaboration and is well-organized.
4. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Interpersonal Characteristics

Strong written and verbal communication skills are expected. The selected candidate should be a strong team and relationship builder and self-motivated. It is expected that the selected candidate will recognize and respect diversity and work effectively with people of all backgrounds and cultures and will have a desire to make a positive difference within the community. It is expected that the selected candidate will maintain a professional work environment and will treat others with respect and dignity in executing all job functions.

Working Conditions

The job duties described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations will be made to enable individuals with disabilities to perform the essential functions.

Compensation and Terms

Commensurate with experience, STL Partnership offers a competitive base salary (pay range is $48,000 - $52,000) and a culture that fosters and supports creativity and innovation. STL Partnership offers a generous benefits package that includes paid time off and holidays; medical, dental, vision, life, and disability insurance; retirement plan options. This is a full-time, exempt position under the Fair Labor Standards Act.

Interested and qualified applicants should submit their resume to https://stlpartnership.aaimtrack.com. Applicants are also encouraged to visit our website to learn more about the organization and opportunity: www.stlpartnership.com and https://stlpartnership.com/careers/.

The St. Louis Economic Development Partnership is an equal opportunity employer. STL Partnership considers applicants without regard to race, color, religion, creed, gender, national origin, age, disability, marital or veteran status, or any other legally protected status.

Accredited Economic Development Organization



The St. Louis Economic Development Partnership is proud to have earned the distinguished title, Accredited Economic Development Organization (AEDO) from the International Economic Development Council (IEDC). The accreditation signifies the professional excellence of economic development entities throughout North America.