

MassRobotics is looking for an energetic and service-oriented Concierge / Front Desk Receptionist to join our team, with growth opportunities in the exciting innovation industry. This is a full-time opportunity for someone with experience in a hospitality-focused fast-paced environment. We are looking for someone to provide coverage between 9:00am and 5:00pm. Help us make a great first impression for our many guests and sponsors!

MassRobotics is an independent nonprofit organization that supports the robotics and AI ecosystem in Massachusetts and beyond. We run a shared workspace in Boston's Seaport district that houses over 80 companies and provides networking and events that benefit our community.

GENERAL OVERVIEW OF RESPONSIBILITIES

- Greets guests and provides them with a comfortable and efficient transition to their host.
- Interact with guests and clients, both in person and on the phone, in a courteous manner
- Collect and distribute mail & packages for residents; Oversee the organization of the mail area
- Be a face of MassRobotics and provide an exceptional first experience for new residents.
- Welcoming new residents, this includes but is not limited to: assisting with member onboarding, setting up mail folder, adding resident logo to wall
- Ensure kitchen, conference rooms and shared spaces are wiped down and tidy throughout the day
- Order and stock coffee, snacks and other inventory; oversee and manage storage areas
- Help organize and run events of up to 120 people that occur in our space
- Provide administrative and project-based support to other parts of MassRobotics
- Respond to a variety of requests and questions from our residents and sponsors

THE IDEAL CANDIDATE

As this position will be the first impression for MassRobotics residents, guests, and vendors, it is important to be inviting and helpful. Overall, MassRobotics employs service-minded people who are reliable, clever, creative and able to work independently.

Specifically, MassRobotics is looking for someone who:

- Thrives on helping others, is personable and level-headed in a fast-paced environment
- Is detail-oriented and organized with solid time management skills
- Proactively takes ownership and responsibility for tasks and follows them to completion
- Is a true team player with the capacity to foster and maintain positive working relationships with residents, colleagues, building management and vendors
- Works comfortably with individuals from a variety of backgrounds and experience levels, treating everyone as an equal
- Brings a fresh perspective and new ideas to everything
- Is able to communicate professionally, both verbally and in writing
- Dependable

Position requirements:

- Experience as a receptionist, front office representative or similar role helpful
- Familiar with Microsoft Office Suite and has used a CRM tool such as SalesForce
- Maintain the MassRobotics common space (conference rooms, kitchen and shared space)

- Solid written and verbal communications skills
- Excellent organizational skills
- Multitasking and time-management skills with ability to prioritize tasks
- Personable and professional in attitude and appearance
- Customer service attitude
- Routinely lifts, carries and moves materials weighing up to 30 pounds

MassRobotics is committed to building teams that reflect the fabric of the city we are in and the organizations we support. City of Boston residency is a priority for this position. We welcome all candidates regardless of race, color, ancestry, gender identity or expression, religion, national origin, sexual orientation, age, marital status, disability, Veteran status, or any other legally protected status. Any other human expressions and experiences not mentioned here are equally welcome. If you require an accommodation please let us know. We are proud to be an equal-opportunity employer.

Interested candidates should contact MassRobotics Chief of Operations, Joyce Sidopoulos at events@massrobotics.org.