



## Coordinator, Programs and Client Experience

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### **JOB DESCRIPTION – Coordinator, Programs and Client Experience**

The Accelerator Centre (AC) is seeking a qualified, energetic, and flexible Jack or Jill of all trades to fill an exciting position in our fast-paced and dynamic entrepreneurial workspace. The ideal candidate is organized, an excellent communicator, a master of multi-tasking and is ready to take on projects and initiatives with minimal guidance. The Client Experience team plays a hands-on role working with AC clients as they grow their businesses and take their place alongside our exciting graduates.

Reporting to the Director, Programs and Client Experience, the Coordinator, Programs and Client Experience will be responsible for day-to-day program management supporting the growth of high-potential start-up companies (“clients”) at one of our three locations within Kitchener-Waterloo, as well as clients taking remote programming across Canada. This position will play a critical role in building strong relationships with and advocating for our clients’ success. As the first point of contact for clients, this position will be involved in setting client culture, administering our programs, and making pivotal suggestions for programming improvements to ensure the AC is engaging the ecosystem in a meaningful and impactful way.

This position will be Waterloo-based.

### **KEY RESPONSIBILITIES**

#### **Programs**

- Support AC clients from intake to completion of our structured programming. This includes coordinating client engagement with mentors, running programming events, and conducting regular check-ins to ensure that client needs are being met.
- Become an expert in all things Accelerator Centre Programming to be able to speak intelligently to potential startup clients and express the benefits of becoming an AC startup client.
- Build strong working relationships with, advocate for, and encourage client success. To do this, we utilize internal client tracking processes to update and monitor client activity and engagement.
- Grow our client portfolio by helping to recruit clients, screen applications, conduct interviews and ultimately, secure new clients (including the contracting process). These efforts include attending events, working with community partners, and using software such as HubSpot and IncubatorPro.
- Offer programming and event recommendations to leadership based on observations and client conversations.

## **Client Experience**

- Be our clients' biggest advocate and supporter by learning everything there is to know about their experience in our program, manage their expectations, and provide exceptional customer experience to your portfolio of startups
- Attend workshops and mentor meetings with our startups in order to better learn about their journey as an entrepreneur and help guide them through the Accelerator Program requirements
- Overall administration, coordination, and execution of client programs, including: assisting with client metric collection and government reporting.
- Work with our Director, Marketing and Communications and Specialist, Partnerships and Alumni to plan and execute on client events, provide suggestions for event topics, and maintain strong relationships with corporate sponsors and partners.
- Provide facility tours to prospective clients, guests, and industry partners.
- Be the Chief Everything Officer (CEO), find opportunity in every task and support the company and team.

## **DESIRED SKILLS & EXPERIENCE**

- Post-secondary education in business management, operations, event management, related discipline, or equivalent business experience
- 1-2 years experience in a customer service-related role
- Clear verbal and written communication skills
- Always conducts business in a professional manner, leading by example with a positive team attitude in all aspects
- Excellent organizational, trouble-shooting, and interpersonal skills
- A self-starter that can work under minimal supervision and can juggle multiple projects and priorities
- Strong attention to detail
- Willing and able to travel as required
- Must be comfortable and proficient performing all job functions on a PC

## **Salary Range**

\$46,837 - \$58,547/year

## **How to Apply**

Please submit your **resume and cover letter** to [careers@acceleratorcentre.com](mailto:careers@acceleratorcentre.com) before midnight on Sunday, June 20<sup>th</sup>. We thank all interested candidates for their applications, however, only those selected for an interview will be contacted.

## **Commitment to Diversity and Inclusion**

The Accelerator Centre is committed to fostering a diverse community that is dedicated to supporting entrepreneurs from all backgrounds.

A full range of perspectives, lifestyles, and passions are key to creating the inclusive, entrepreneurial environment that is necessary to help our clients build and scale globally competitive companies. Diversity and inclusion at the Accelerator Centre means we are dedicated to the elimination of discrimination, in all its forms, at all levels of our organization and in our programming.

We welcome applications from qualified candidates of all backgrounds regardless of age, physical ability, gender, race, religion, and sexual orientation. We will provide any requested

accommodation to candidates with disabilities throughout the recruitment process. If you require assistance, please contact [careers@acceleratorcentre.com](mailto:careers@acceleratorcentre.com) noting the job title in the subject line of the email.