

Job Description: KIC Operations Manager

Position Summary:

The KIC Operations Manager is a key leadership role responsible for the effective management and daily operations of the Kenosha Innovation Center (KIC). This individual will oversee building operations, tenant relations, lease management, and ensure the facility is a dynamic and innovative environment for entrepreneurs and businesses.

Key Responsibilities:

Facility Management:

- Oversee all aspects of building operations, including maintenance, safety, and security.
- Coordinate with vendors and contractors for facility repairs, cleaning, and other services.
- Ensure compliance with local, state, and federal regulations, including safety and accessibility standards.
- Implement and manage systems for efficient building operations, such as energy use, access control, and shared resources.

Tenant Relations and Lease Management:

- Manage tenant recruitment, retention, and onboarding processes.
- Serve as the primary point of contact for tenant inquiries, concerns, and requests.
- Prepare, review, and manage tenant lease agreements, ensuring alignment with KIC policies and goals.
- Conduct regular check-ins with tenants to ensure satisfaction and foster a collaborative environment.

Business Development:

- Collaborate with the KIC leadership team to market and promote the facility to potential tenants and community stakeholders.
- Support tenant recruitment efforts by showcasing KIC's offerings and cultivating relationships with target industries.
- Assist in the development of programs and initiatives that enhance the ecosystem within KIC.

Financial and Administrative Duties:

- Develop and manage the annual operating budget for the facility.
- Monitor and report on financial performance, including rent collections and expense management.
- Maintain accurate records of lease agreements, building operations, and tenant interactions.
- Implement systems to track key metrics related to building utilization and tenant performance.

Community and Event Coordination:

- Plan and host events that engage tenants and the broader community, such as networking sessions, workshops, and innovation showcases.
- Act as an ambassador for KIC by representing the organization at external meetings and events.
- Foster a welcoming and inclusive environment that encourages innovation and collaboration.

Qualifications:

- Bachelor's degree in Business Administration, Real Estate, Facilities Management, or a related field preferred, not required
- 5+ years of experience in facilities management, property management, or operations management, preferably in an entrepreneurial or co-working space environment.
- Strong understanding of lease agreements and tenant relations.
- Exceptional organizational, communication, and problem-solving skills.
- Experience in budget development and financial management.
- Proficiency in property management software and other relevant tools.
- Ability to manage multiple priorities in a fast-paced environment.

Preferred Skills:

- Familiarity with entrepreneurial ecosystems.
- Knowledge of local real estate and business development networks.
- Certification in property or facilities management (e.g., CPM, FMP) is a plus.

Work Environment:

This role requires regular on-site presence at the Kenosha Innovation Center and occasional evening or weekend hours for events.

Compensation:

The salary for this position is competitive and commensurate with experience. A benefits package, including health insurance and professional development, is available.