



ASSISTANT DIRECTOR

CATAPULT MISSION

Catapult's mission is to increase the viability of start-ups in central Florida through a collaborative workspace, thoughtful education, and funding to drive local business forward.

JOB SUMMARY

The Assistant Director will serve as the right hand to the President ensuring organizational effectiveness for Catapult workspace memberships through membership sales, membership management, policies, resources, operations of the facility, and connection to the community of entrepreneurs. The Assistant Director will also be responsible for managing all technology, resources, and systems dedicated to creating the best user experience for entrepreneurs. This position reports to the President.

This person is a self-starter who is highly self-managed and excited to work in a collaborative environment. They have good organization skills and are able to see what needs to get done and make it happen without the need for daily guidance. They have excellent communication skills to interface with members and the community.

This person is able to strike a balance between engaging the community to foster a sense of ownership and getting things done in an efficient and effective manner. They are motivated by Catapult's values to nurture this growing entrepreneurial community.

JOB DETAILS

Hire Date: Immediate

JOB ESSENTIALS

1. Workspace Membership Recruitment and Retention

- Respond to requests for information from members and potential members
- Coordinate all tours of Catapult space
- Recruit and retain mission-fit entrepreneurs
- Manage the membership application and acceptance/denial process
- Perform phone and in-person interviews to establish membership fit
- Manage orientation and onboarding for new members
- Coordinate, manage, track, and evaluate all membership activities using Salesforce
- Ensure membership databases are updated internally and externally on the website on a monthly basis
- Prepare monthly and annual reports on membership status and success stories
- Schedule regular check-ins with members and track via Salesforce
- Manage security access for members and staff
- Manage membership invoices and past due statuses
- Work with VP of Operations to ensure financial tracking of membership
- Develop programs, resources, and services for members that result in growing startups
- Develop and manage process for member feedback on programs and services
- Create regular podcasts about Catapult members and entrepreneur resources
- Maintain contact with graduates of Catapult and continually track data on their startup via Salesforce

2. Staff + Operation Management

- Maintain a professional, tidy facility that promotes productivity and collaboration for entrepreneurs
- Communicate any cleaning or maintenance issues to facilities manager and ensure satisfactory completion
- Maintain all software platforms (Salesforce, OfficeRnD, Slack, etc.) as it relates to members to improve operational efficiency of Catapult
- Play a significant role in long-term planning
- Maintain Catapult's archival and administrative files
- Oversee all marketing activities (social, web, email, and print) including the strategic planning and quality control
- Supervise and collaborate with all organization staff
- Responsible for the hiring of direct reports (Guest Relations Coordinator, Event Coordinator, + Marketing Interns)
- Lead, coach, develop, and retain direct reports
- Maintain an effective system of personnel development and evaluation

3. Partnerships

- Volunteer at speaking engagements regarding Catapult when asked
- Attend various networking meetings and associations to promote Catapult and develop leads for membership and programs

REQUIRED QUALIFICATIONS

- Bachelor's Degree in Business or related field
- At least 3-years of experience in management role
- Excellent computer skills and proficient in Microsoft Office
- Excellent communication skills both verbal and written
- Demonstrated leadership and vision in managing staff groups and major projects or initiatives

CORE COMPETENCIES

- High comfort level working in a diverse environment
- Delegate responsibilities effectively
- Excels at operating in a fast pace, community environment
- Excellent manager of both people and task
- Ability to look at situations from several points of view
- Excellent interpersonal skills and a collaborative management style
- Ability to challenge and debate issues of importance to the organization
- A high sense of integrity and grit
- Sound judgement and interpersonal skills

CATAPULT TEAM VALUES & CULTURE

- **We lead from a place of serving.**
 - We put others first, helping them develop and perform at high levels.
- **We value integrity, passion, and grit.**
 - We believe honesty is the best policy, get more excited than the average bear, and are powerfully motivated by our long-term goals.
- **We believe that people are at the heart of everything we do.**
 - We love people, build relationships, and make connections with the goal of changing one life at a time.

- **We get it done.**
 - When there is a hard issue to tackle in our community, our community comes to us. We roll up our sleeves and get after it.
- **We have fun!**
 - We're a bunch of goofballs that love what we do and have fun doing it.

CATAPULT VALUE PROPOSITION

VALUE PROP #1: TRAIN, EQUIP, AND LAUNCH STARTUPS

Catapult provides resources and a space for entrepreneurs to test, fail, learn, scale, and launch their businesses.

1. A collaborative workspace
2. Education
3. Funding

VALUE PROP #2: BUILD + GROW AN ENTREPRENEURIAL CULTURE

Catapult connects the community to entrepreneurs and their stories by celebrating success, promoting startups, and making entrepreneurship accessible.

1. Success stories
2. Member profiles & spotlights
3. E-newsletter
4. Videos, media, + content