

## **JOB DESCRIPTION - Innovation Hub Manager**

**Location:** Route 93 Innovation Hub – On-site, Midland, Ontario

**Type:** Full-time, some evenings and weekends

**Reports to:** Fractional Executive Director

**Salary Range:** \$55,000 - \$65,000

### **About Route 93 Innovation Hub**

Route93 Innovation Hub exists to foster innovation, entrepreneurship, and economic resilience in North Simcoe. We support startups, scale-ups, established businesses, and innovators by offering shared workspace, collaborative programming, mentorship, and meaningful connections.

As a regional anchor for innovation, Route93 is a space where ideas are shared, relationships are built, and momentum takes shape. We connect entrepreneurs, industry leaders, community partners, and institutions through hands-on programming and shared goals that help strengthen our local economy and encourage forward-thinking leadership and growth.

### **About The Role**

The Hub Manager is the full-time, on-site lead at Route93 and plays a central role in making the Innovation Hub function as both a professional, well-run space and a vibrant, connected community. This is a fast-paced, hands-on position that balances strategic priorities with day-to-day responsibilities. From hosting guests and managing memberships to executing events, supporting volunteers, maintaining internal systems, and ensuring no detail falls through the cracks, this role holds a wide range of responsibilities.

The position requires equal attention to relationship-building and administrative coordination. One moment you may be welcoming a new member or facilitating a community introduction. The next, you might be preparing a budget update, responding to partner emails, or troubleshooting a tech issue before a public event. It is a varied and highly independent role that requires confidence, flexibility, and a deep sense of ownership.



The ideal candidate brings strong communication skills, comfort with technology, and the ability to manage multiple workflows. You should be energized by connecting people, building structure, and helping turn vision into action. You will work closely with the Fractional Executive Director to bring programs to life, support operational needs, and contribute to the Hub's long-term success, while leading the day-to-day work independently.

This is a key role for someone who thrives in community-oriented environments, embraces variety, and wants to be part of something meaningful and growing in North Simcoe.

## Key Responsibilities

- Manage the day-to-day operations of the Hub and ensure the space is functional, welcoming, and inspiring
- Oversee coworking memberships, meeting room bookings, and facility use
- Provide onboarding, support, and regular check-ins with members, volunteers, and mentors
- Cultivate a vibrant, connected community by helping members find value in the space and community
- Coordinate the delivery of Route93 events, workshops, and special programs
- Support speaker coordination, registrations, technology setup, and logistics
- Assist in building mentorship and support services for members and the broader ecosystem
- Gather feedback and performance data from attendees and participants to improve future offerings
- Implement and maintain digital tools and systems for scheduling, CRM, email marketing, and internal communication
- Monitor supplies, manage vendor relationships, and ensure basic facilities upkeep
- Maintain accurate data tracking and report on KPIs, usage metrics, and outcomes
- Confidently manage Hub technology such as smart displays, booking systems, and audiovisual setups
- Update website content in WordPress (no coding needed, but strong admin confidence is required)
- Create, schedule, and send basic e-blasts using Mailchimp or similar platforms



- Use Microsoft 365 and Google Workspace for document sharing, communication, and reporting
- Keep internal files, calendars, and communications well organized and up to date
- Serve as a friendly, capable point of contact for external partners and guests
- Represent Route93 at local meetings and events when required
- Support fundraising, sponsorship, and grant-related efforts by collecting data, organizing materials, and relationship building and maintaining.
- Liaise with the Executive Director weekly to ensure alignment on strategy and execution

## Required Qualifications & Skills

### Core Experience

- 5+ years in a program management, operations, marketing, community engagement, or administrative role
- Prior experience in an innovation hub, co-working space, startup, or nonprofit setting is a strong asset
- Experience in client or member-facing roles with demonstrated relationship management skills

### Digital & Technical Proficiency

- Strong working knowledge of Microsoft 365 (Outlook, Word, Excel, OneDrive, SharePoint)
- Comfort using Google Workspace (Docs, Sheets, Forms, Drive)
- Experience with WordPress for website updates (no development required)
- Familiarity with Mailchimp or similar email marketing tools
- Ability to troubleshoot tech setups, use digital event tools, and maintain internal systems

### Personal Attributes

- Organized, dependable, and detail-oriented
- Approachable and energetic with strong interpersonal skills
- Able to juggle multiple priorities and solve problems in real time
- Comfortable working independently with limited oversight
- Passionate about innovation, entrepreneurship, and regional development



## **Additional Details**

Must be available for occasional evening or weekend events

Must be based in or near the North Simcoe region

This is a full-time, in-person role.

Health benefits available

Vehicle and driver's license a plus

