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Administrative Coordinator (Bilingual)

ABOUT ICNC

The Industrial Council of Nearwest Chicago (ICNC) is a dynamic nonprofit organization dedicated to strengthening and advancing businesses within the Kinzie Industrial Corridor on Chicago's Near West Side. Serving as an essential resource and advocate, ICNC supports hundreds of companies in its community, providing services designed to accelerate growth and foster innovation.

ICNC is the owner and operator of Make City, a thriving small business incubator offering over 416,000 square feet of space and supporting a diverse community of 100 business tenants. Through Make City, ICNC empowers entrepreneurs and businesses of all sizes by providing the resources and collaborative environment necessary to scale and succeed.

Additionally, ICNC is a co-founder of The Hatchery, an industry-leading food and beverage manufacturing incubator devoted to helping entrepreneurs launch and expand their ventures. The Hatchery addresses three fundamental challenges faced by food and beverage companies—access to affordable production space, financing solutions, and a robust support network—all within a single, purpose-built facility.

POSITION DUTIES & KEY RESPONSIBILITIES

The ICNC **Administrative Coordinator (Bilingual)** is the face of the Hatchery, ensuring every visitor, tenant, and team member receives exceptional customer service. This role manages the front desk, acts as the primary point of contact for guests, provides support for staff, and maintains seamless operations for a vibrant, professional workspace. The Administrative Coordinator helps create a welcoming, service-oriented environment that reflects the mission and spirit of ICNC. If you're passionate about making an impact in a fast-paced environment, this full-time position could be your next exciting career move. You'll work directly with our Director of Office Operations to make ICNC's vision come alive!

- **Create a positive first impression** by warmly greeting all guests, tenants, and staff upon arrival and providing prompt, professional assistance to every inquiry—whether in-person, by phone, or via email in English and in Spanish
- **Proactively manage visitor and tenant needs** at the front desk, ensuring sign-in protocols and security measures are followed while making customers feel welcome and valued
- **Act as a resource for all Hatchery community members**, quickly addressing questions, and guiding people to the right resources or team members
- **Facilitate a safe, accessible, and enjoyable environment** by supporting building and parking lot security, handling incident reports with sensitivity, and collaborating with the Facilities team
- **Respond promptly and knowledgeably to technology or maintenance issues**, offering guidance and liaising with appropriate vendors or partners to resolve challenges
- **Share ICNC and Hatchery information**, marketing materials, and opportunities with prospective tenants, guests, and visitors to foster engagement and promote services both in English and in Spanish
- **Maintain accurate records**, manage keycards, support mail and package delivery, and handle office inventory, always prioritizing customer-service excellence
- **Be familiar with and execute building safety protocols and procedures**, following best practices and suggesting areas of improvement for the facility
- **Continually propose and implement improvements** to office operations to better serve tenants and guests



- **Become a trusted support to the team** at both the Hatchery and Make City, stepping in where needed to provide exemplary service to all stakeholders
- **Perform other** administrative-related tasks as assigned

QUALIFICATIONS

Education and Experience

- **Fluency in both Spanish and English** is required for this role
- **2+ years of experience** in administrative support or customer-facing roles (especially in hospitality, food & beverage, or retail environments)
- **Proven history** of managing multiple projects simultaneously

Technical Skills

- **Proficiency in Microsoft Office Suite** and technology
- **Experience with HubSpot** content management systems and website maintenance is a plus

Essential Qualities

- **Commitment to delivering outstanding customer service** and building positive relationships
- **Professional, reliable and eager** to represent ICNC's mission with energy and integrity.
- **Self-starter mentality** with demonstrated ability to work independently
- **Strong written and verbal communication skills**
- **Strong organizational abilities** with keen attention to detail
- **Creative problem-solving skills** and innovative thinking
- **Ability to prioritize** multiple tasks and meet tight deadlines
- **Collaborative team player** with positive attitude for supporting entrepreneurs and helping others succeed
- **Adaptability** to changing priorities and fast-paced environment

WORKING CONDITIONS

Office environment. ICNC will provide a computer and workspace along with access to all software and systems needed for in-office and remote work. A technology reimbursement will be provided

POSITION STRUCTURE & BENEFITS/INCENTIVES

- This is a full-time, hourly position, eligible for overtime; Monday-Friday, 9am-5:30pm; this position is ineligible to work remotely
- Occasional evening and weekend work required for activities such as special events, seminars, or trade shows, with advance notice given
- Starting hourly range is \$23-\$26 per hour with experience
- Benefit incentives include: Fifteen days PTO and twelve paid holidays, participation in group health insurance plan, simple IRA match, short and long-term disability, life insurance, tuition reimbursement, professional development training, flexible spending accounts and employee assistance program

Please email current resume to:

jobs@industrialcouncil.com

The subject line must include the recruiting code **AC**

ICNC is committed to fostering a diverse, equitable, and inclusive environment for its team, the businesses it supports and ultimately the communities in which it works