OPS Ain Technology & Design Hub Operations Manager

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Job Summary
The Ain Technology & Design Hub is a student-powered agency within the Rist Institute for Entrepreneurship that delivers AI integration, web development, digital marketing, and data solutions to Southwest Florida businesses and nonprofits. The Hub operates like a real business: student teams take on client work, deliver professional services, and are compensated for their contributions - all under faculty and staff oversight.

The Ain Technology & Design Hub Operations Manager keeps this business running. This person is the operational backbone of the Hub - responsible for managing the full client lifecycle from initial inquiry through project delivery, hiring and developing the student workforce, and maintaining the systems that allow the Hub to function at a professional standard. The role sits at the center of everything: clients, students, projects, and finances all flow through this position.

The ideal candidate is a strong operator who is energized by building systems, developing people, and keeping multiple workstreams moving in parallel. They bring working knowledge of the Hub's technology domains - enough to scope projects accurately, communicate credibly with clients, and support student teams when they get stuck - but their primary value is organizational and relational, not technical. They are equally comfortable onboarding a new client, coaching a student intern through a difficult deliverable, and processing a contract renewal.

Job Description
KEY RESPONSIBILITIES

Project Management (30%)

- Own the full project lifecycle for all active Hub engagements, from kickoff through final delivery and follow-up
- Maintain a clear picture of all active projects at any given time - timelines, deliverables, student assignments, and client status
- Build and manage project plans that account for student schedules, academic calendars, and client expectations
- Run regular project check-ins with student teams, removing blockers and escalating issues as needed

- Develop and maintain project templates, workflows, and standard operating procedures that improve consistency across engagements
- Track and report on project outcomes, building a library of case studies that demonstrate Hub impact

Client Onboarding & Relationship Management (25%)

- Serve as the primary point of contact for prospective and active clients, managing the full onboarding experience from initial inquiry through project launch
- Conduct discovery conversations with clients to understand their needs, set realistic expectations, and scope work appropriately
- Maintain ongoing communication with active clients, providing status updates and ensuring satisfaction throughout the engagement
- Develop and refine the Hub's client onboarding materials, intake processes, and service agreements
- Identify opportunities to deepen or expand client relationships over time
- Represent the Hub at community events and business association meetings to build pipeline and visibility

Student Hiring & Team Development (25%)

- Manage the full student hiring process, including posting positions, reviewing applications, coordinating interviews, and processing paperwork
- Develop and deliver structured onboarding and training programs for new Hub interns and team members
- Assign students to projects based on skills, availability, and learning goals
- Provide regular feedback and coaching to student team members, supporting their professional development alongside their project contributions
- Maintain accurate records of student hours, compensation, and performance
- Build a Hub culture that feels like a real workplace - professional standards, clear expectations, and genuine accountability

Financial Operations & Administration (20%)

- Generate and process client invoices, track payments, and follow up on outstanding balances
- Draft, review, and manage service contracts and client agreements in coordination with university Legal Affairs
- Maintain organized financial records for Hub operations and prepare summary reports for leadership
- Coordinate with university Finance, HR, and other administrative units to keep operational processes moving smoothly
- Monitor Hub budget and flag any variances or concerns to the Faculty Director and Rist Institute leadership
- Maintain the Hub's internal documentation, knowledge base, and operational records

Additional Job Description
REQUIRED QUALIFICATIONS

Education

Bachelor's degree required; Master's degree in Business Administration, Entrepreneurship, or a related field preferred (or in progress)

Experience

- Demonstrated experience managing projects with multiple stakeholders, deadlines, and concurrent workstreams
- Experience managing, mentoring, or supervising others - including the ability to hold people accountable with care
- Client-facing experience with a track record of building and maintaining professional relationships
- Familiarity with invoicing, contracts, or basic financial record-keeping in a business or organizational setting
- Working knowledge of AI tools and digital marketing fundamentals - enough to scope projects, speak credibly with clients, and support student work
- Experience developing or improving operational processes, documentation, or systems in a team environment

Skills

- Exceptional organizational skills and the ability to manage competing priorities.
- Clear, professional written and verbal communication across multiple audiences - students, clients, university administrators, and community partners.
- A natural instinct for systems - you look at a messy process and immediately start thinking about how to fix it.
- Strong interpersonal skills and the emotional intelligence to work effectively with students, clients, and colleagues.
- Comfort with ambiguity and the ability to figure things out in an environment that does not always have a playbook.
- Proficiency in Microsoft Office Suite, Google Workspace, Claude.AI, OpenAI - ChatGPT, and Replit.

PREFERRED QUALIFICATIONS

- Experience working in an agency, studio, or service-delivery environment
- Background in entrepreneurship, startups, or university-affiliated programs
- Familiarity with project management tools (Asana, Monday.com, Notion, or similar)
- Experience with AI implementation, web development, or digital marketing in a client context
- Established relationships within the Southwest Florida business community

- Prior experience in a university environment, particularly with student-facing programs or experiential learning
- Exposure to contract management and business operations in a professional services context

ABOUT THE AIN TECHNOLOGY & DESIGN HUB

The Ain Technology & Design Hub is a student-powered agency within the Rist Institute for Entrepreneurship at FGCU's Daveler & Kauanui School of Entrepreneurship. Made possible by a landmark gift from the late Mark Ain, founder and former CEO of Kronos Incorporated, the Hub delivers technology services and education to Southwest Florida businesses and nonprofits while giving students real professional experience on real client work.

Active service areas include AI integration, workshop programming, web development, and data solutions - with a trajectory toward hardware development, blockchain applications, and other emerging technology disciplines as capabilities grow. Past work includes the Sanibel Solutions AI-powered community recovery dashboard, regional AI education programming that has trained 400+ business professionals, and client engagements across healthcare technology, manufacturing, luxury real estate, and community associations. The Hub received the Bridge Builder Award from the Charitable Foundation of the Islands for its community impact work.

FGCU is a State University System of Florida member and an Equal Opportunity and Equal Access employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, age, national origin, disability, or protected veteran status.

To apply, visit https://fgcu.wd5.myworkdayjobs.com/en-US/eaglejobs-temporary/job/Main-Campus/OPS-Ain-Technology---Design-Hub-Operations-Manager_R0007414

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