

Product Operations Coordinator

Type: Full-time, contract-to-hire

Level: Mid (3–5 yrs)

Location: Remote with onsite responsibilities in Bay Area / Mountain View

About Outer Labs

Outer Labs is a product and design consultancy focused exclusively on the workplace. We are designers, technologists, and product innovators who bring our clients' digital and physical solutions to life, pairing creative strategy with relentless execution. We specialize in Product Design & Management, UX Research, Software Development, and Consulting, and for the past six years we've helped forward-thinking companies build custom solutions shaped by their people, spaces, and goals.

About the role

Outer Labs is seeking a highly adaptable, hands-on Product Operations Coordinator to bring the clients vision of their physical product laboratory to life. The space is a working showcase for prototyping, demos, tours, and pilots, and this role is focused on the day-to-day product operations, keeping it ready, organized, and operating reliably.

This role sits at the intersection of physical space, product experimentation, and user experience - making sure the lab operates as a high-performing platform for prototyping, testing, and engagement. It is a visible, client-facing role. This is a contract-to-hire position: it begins as a six-month contract and is intended to convert to a permanent role for the right person, based on performance and business need.

This is a highly operational, on-site role for someone who enjoys working in a physical environment, supporting live products and prototypes, solving practical problems, and creating a high-quality experience for visitors and partners. The lab is the primary initial focus, but this person will also support other programs, activations, or cross-functional efforts as needed.

You do not need to arrive as an expert on every product or prototype. Training is provided on how systems work, but you should be comfortable learning new setups, operating them independently, spotting issues, performing first-line troubleshooting, documenting problems clearly, and coordinating follow-up with the right teams. In addition to the

What you'll do

Product operations, readiness & environment

- Own and manage the day-to-day operations of the innovation lab.

- Keep the space organized, functional, and “ready for use” at all times - for demos, pop-ups, testing, tours, and everyday use.
- Oversee inventory of physical products, prototypes, and materials, including quantities, storage locations, and operational supplies.
- Handle hands-on setup, organization, printing, and materials needs.
- Continuously improve operational systems, processes, and documentation for smooth day-to-day execution.

Program & experience

- Plan, coordinate, and execute lab programming - demos, pop-ups, showcases, workshops, and other activations - including scheduling, setup, readiness, and on-site execution.
- Curate rotating displays of physical and digital product solutions.
- Act as the primary point of contact for daily lab operations and visitor experience.
- Ensure a consistent, high-quality experience for all lab visitors, clients, and internal stakeholders.

Prototyping & product support

- Support installation, setup, and maintenance of prototypes and pilot solutions.
- Perform first-line troubleshooting across hardware, software, and physical setups.
- Document issues clearly and coordinate follow-up with internal teams, partners, or vendors.
- Collaborate with designers, engineers, and vendors to resolve issues and support ongoing improvements.
- Capture operational observations and user feedback that help improve products and lab experiences.

Stakeholder coordination & insights

- Serve as an embedded partner within the client organization and build relationships with stakeholders and lab users.
- Translate client and stakeholder needs into operational improvements and programming.
- Provide regular updates on lab activity, performance, and insights.
- Track lab usage, engagement, and operational issues; identify friction points and practical opportunities for improvement; feed usage insights into broader workplace strategy.

What we’re looking for

- **Experience:** 3–5 years in operations, program/project coordination, workplace experience, events, or a similar hands-on role. Experience supporting physical environments, labs, demos, activations, or experiential spaces is a strong plus.

- **Hands-on & technical comfort:** comfortable working with physical products, prototypes, and live environments; able to learn how systems work and operate them independently after training; can perform first-line troubleshooting across hardware, software, and physical setups.
- **Organization:** strong organizational and inventory-management skills; able to build and run operational workflows and clear documentation.
- **Problem-solving:** resourceful and calm in ambiguous, fast-moving environments.
- **Communication:** strong stakeholder-management and communication skills; can work independently on-site while coordinating across multiple teams.
- **Working style:** proactive, detail-oriented, and able to balance hands-on execution with follow-through. Familiarity with workplace technology, product development, or UX processes is a plus.

Location

Based in the Bay Area and able to work on-site at the client' offices. Travel within the U.S. may be required to support Outer Labs projects.

Growth path

This role is a foundation for growth at Outer Labs. Potential pathways include program leadership (owning multi-site or enterprise pilot programs), workplace strategy (consulting and client strategy), and operations leadership (scaling operational frameworks across multiple clients). You will receive mentorship in client engagement, translating observations into strategic insight, and scaling programs across environments.

Outer Labs provides equal employment opportunities to all employees and applicants and prohibits discrimination and harassment of any kind without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local law.