

## **BUSINESS RESOURCES MANAGER**

**PURPOSE:** To promote business and economic development in the City by participating in and directing the work activities of the Business Resources Division.

### **FUNCTIONAL AREAS:**

1. Plan, direct, and evaluate the operations of the Business Resources Division.
  - \* A. Formulate, implement, and review short- and long-term division policies, objectives, goals, and plans within budgetary constraints.
  - \* B. Develop, implement, and monitor policies, programs, and/or management plans to carry out goals and objectives.
  - \* C. Develop, control, and monitor the division budget in a fiscally responsible manner.
  - \* D. Establish effective procedures and carry out activities necessary to monitor and evaluate division activities for effectiveness, sound fiscal management, and adherence to federal, state and local legal requirements and department and City policies.
  - \* E. Submit reports and make recommendations to appropriate committees, agencies, and government units.
  - \* F. Interpret to the community and public officials the services and objectives of the division and encourage input, utilization, and support of division activities.
  - \* G. Develop office and reporting procedures and establish and maintain communications within the division.
  - \* H. Oversee, monitor, and review work-in-progress and provide direction and assistance with technical and operational problem solving.
  - \* I. Maintain a body of professional knowledge and expertise necessary to perform all functional areas.
  - J. Identify and evaluate trends and opportunities to leverage unique opportunities in the City to drive business and economic development.
  - \* K. Develop programs to facilitate business and economic development in the City and assist new and developing businesses with City agency compliance.
  - L. Administer the overall collection, processing, and analysis of study data for all business development projects.
  - M. Prepare and monitor project budgets.
  - \* N. Perform other related tasks as assigned.
  
2. Direct and facilitate project communications and interactions between the City of Duluth and private businesses, governmental organizations, and citizens.
  - \* A. Direct liaison work between funding sources, legislators, the City Council, City administrators, DEDA, and the business community.
  - \* B. Provide assistance to appropriate citizen boards and committees.
  - \* C. Facilitate communications and interactions between City agencies and local business and entrepreneurs in their local development endeavors.
  - \* D. Inform the public of Business Resources Division activities.

3. Supervise the Business Resources Division staff.
  - \* A. Lead the division team in the development of the work ethic, culture, and values by modeling the style and approach which will characterize the City's dealings with the business community.
  - \* B. Plan, prioritize, direct, control, schedule, and assign work projects; and coordinate work schedules of division staff.
  - \* C. Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.
  - \* D. Establish measures of and standards for the quality and quantity of work performed by division staff, provide employee feedback and rewards, and conduct performance evaluations.
  - \* E. Discipline assigned personnel as necessary.
  - \* F. Provide for the ongoing training of employees in emerging methods, trends, and technologies, and in proper work methods and procedures.
  - \* F. Conduct fact-finding investigations and effectively recommend adjustments or other actions in employee grievances.
  - \* G. Delegate authority and responsibilities to others as needed.
  - \* H. Disseminate instructions and information to employees through effective oral and written communications.

## **JOB REQUIREMENTS**

### Education and Experience Requirements

- ◆ A. Possession of a bachelor's degree in Business Administration, City Planning, Industrial Development, Public Administration, Urban Studies or closely related field plus six years of verifiable experience in economic or business development with at least two of those at a supervisory level; or a combination of education and experience rated as equivalent by Human Resources.
- B. A Masters degree in the above areas and professional certification are preferred.

### License Requirements

- ◆ A. Possession of a driver's license recognized as valid by the State of Minnesota by the date of appointment and continuously thereafter.

### Knowledge Requirements

- ◆ A. Extensive knowledge of accepted principles of business, commercial, and industrial development.
- ◆ B. Extensive knowledge of public and private grant programs related to business development
- C. Knowledge of state and local legislative processes which affect business and development activities.

- ◆ D. Knowledge of effective marketing and public relation techniques for economic development activities.
- ◆ E. Knowledge of the principles and practices of accounting and finance.
- ◆ F. Knowledge of effective management and supervisory practices.
- ◆ G. Knowledge of the goals and operating procedures of boards.
- ◆ H. Knowledge of development negotiation strategies and legal contracts used in business.
- I. Knowledge of the economic needs and structure of the City and its various neighborhoods.
- ◆ J. Knowledge of local, state, and other business development programs, their requirements, and procedures.

### Skill Requirements

- ◆ A. Skill in identifying and promoting business and economic opportunities for local development.
- ◆ B. Skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining or providing information, delivering effective presentations and proposals, creating interest in Duluth opportunities, and for resolving conflicts.
- ◆ C. Skill in negotiating business arrangements, contracts, and financial packages.
- ◆ D. Skill in conducting research, organizing, analyzing and evaluating data to formulate and execute plans, and writing business development and financial reports.
- ◆ E. Skill in effectively managing multiple projects, including planning, directing and controlling activities of assigned staff.
- ◆ F. Skill in developing and maintaining effective working relationships with private businesses, public officials, and the general public.

### Ability Requirements

- ◆ A. Ability to prepare and present effective oral and written reports, and grant applications.
- ◆ B. Ability to develop and maintain division and project budgets.
- ◆ C. Ability to supervise assigned personnel.
- ◆ D. Ability to effectively lead and work as a member of a team.

### Physical Requirements

- ◆ A. Ability to occasionally lift and transport materials up to 25 pounds, usually materials used in presentations.

- ◆ B. Ability to transport oneself to, from and around projects, programs, and public meeting sites.
- ◆ C. Ability to maintain regular work attendance.

\* Essential functions of the job

- ◆ Job requirements necessary on the first day of employment

Anlst: CT	Class: 1355	Union: CDSA	Pay: 1125	CSB: 20090623
CC: 20090729	Res: 09-0489R	EEOC: Professional	EEOF: C.D.	WC: 9410