

CITY OF TUALATIN

Classification Description

Job Title: Economic Development Program Manager
Department: Community Development
Reports To: Community Development Director
FLSA Status: Exempt

Summary: Develop and implement the City's economic development and business assistance program. Manages all aspects of the program. Maintains close relationships with businesses, property owners, commercial real estate professionals, developers and other governmental agencies and partners in order to support existing businesses and promote investment and development within the City.

Essential Duties and Responsibilities: include the following. Other duties may be assigned.

Develop and manage economic development program policies, procedures, and work plans.

Act as a strategic partner with the Tualatin business community to identify, formulate and implement economic development programs, projects and partnerships.

Work with and support the Tualatin business organizations including by not limited to the Chamber of Commerce, and the Commercial Citizen Involvement Organization.

Evaluate program effectiveness and recommend actions for improvement as necessary.

Performs as lead project manager for the City's efforts related to business recruitment, existing business retention and expansion.

Coordinates the work of others, including professional and administrative staff, in carrying out the City's business recruitment, retention and expansion efforts, including but not limited to: personnel assignments; developing and implementing budgets, schedules and work programs; and selecting and managing consultants through the preparation of Requests for Proposals/Expressions of Interest (RFP/RFEI's) reviewing proposals, conducting interviews, and negotiating and executing contracts

Develops and maintains effective working relationships with realtors, developers, corporate site selectors, the media, and appropriate agency and elected officials to coordinate efforts to attract business investments in Tualatin.

Manages interdepartmental City team focused on business recruitment, retention and expansion issues, and conducts meetings to facilitate pro-active, solutions-oriented communication and coordination among departments; these meetings may also include key external partners such as utilities and other public agencies.

Evaluates and recommends possible incentives to encourage business development.

Manages complex real estate and financing negotiations, often involving multiple parties and with multiple objectives.

Demonstrates continuous efforts to improve operations and procedures, decrease response times, streamline work processes, and work cooperatively to provide quality customer service.

Prepares reports on economic development activities for administrative and Council decision-making.

Researches, directs, and implements programs and projects that support industrial development, including economic development tools and targeted legislative efforts.

Analyzes financial and market data as it pertains to real estate development and business investment; maintains awareness of new trends and developments in the field of economic development, incorporating new developments as appropriate; makes policy recommendations based on this analysis to City management and City Council.

Identifies prospects and manages business development activities which include building relationships, developing prospects, directly assisting companies with site location efforts and working with regional and State partners to close deals; coordinates the City's business recruitment efforts, with a targeted focus on implementation of the City's Economic Development goals, including but not limited to participation in trade shows, preparation of marketing materials, responding to Requests for Information, coordinating multi-department and inter-disciplinary presentations to prospective companies, site tours, and follow-up as warranted.

Establishes and implements a business retention program, focused on meeting with existing businesses in the area, and following up with appropriate actions to assist the businesses in their ongoing success.

Participates in the development of policy initiatives of other departments which potentially bear on the City's economic development efforts, such as zoning code amendments, new/revised development fees, and so forth.

Represents the City on various boards and organizations such as Greater Portland, Inc, Westside Business Alliance and other business advocacy groups. Keep immediate supervisor or designated others accurately informed concerning work progress, including present and potential work problems and suggestions for new or improved ways of addressing such problems.

Attends meetings, conferences, workshops, and training sessions related to business recruitment retention and expansion, reviews publications and materials to become and remain current on principles, practices, and new developments in the field.

Works effectively in a highly visible position.

Responds to citizens' questions and comments in a courteous and timely manner.

Communicates and coordinates regularly with appropriate others to maximize the effectiveness and efficiency of interdepartmental operations and activities.

Supervisory Responsibilities: Acts as lead worker to assigned personnel on assigned projects. Frequently plans work for other divisions within the Community Development Department.

COMPETENCIES: To perform the job successfully, an individual should demonstrate the following competencies:

Adaptability - Adapts to changes in the work environment; Manages competing demands; Able to deal with frequent change or unexpected events; Changes approach or method to best fit the situation.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Attendance & Punctuality – Consistently at work and on time; Arrives at meetings and appointments on time.

Cost Consciousness - Works within the approved budget; Conserves organizational resources.

Customer Service - Manages difficult or emotional customer situations; Understands and applies the principles of quality customer service; Responds promptly to customer needs and to requests for service and assistance; Solicits customer feedback to improve service.

Dependability - Follows instructions and responds to management direction; Takes responsibility for own actions; Keeps commitments; Completes tasks on time or notifies appropriate person with an alternate plan.

Design - Generates creative solutions; Applies design principles; Demonstrates attention to detail. Makes use of manual and software design tools.

Diversity - Shows respect and sensitivity for cultural differences; Promotes and supports a harassment-free environment.

Ethics - Treats people with respect; Inspires the trust of others; Works ethically and with integrity; Upholds organizational values.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Interpersonal Skills – Focuses on cooperatively resolving conflict; Maintains confidentiality; Actively listens to others without interrupting; Conveys a positive image of the City and its services; Keeps emotions under control; Remains open to others; ideas and tries new things.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; Effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Oral Communication - Speaks clearly and persuasively; Listens and gets clarification; Responds well to questions; Participates in meetings; Demonstrates group presentation skills.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Planning & Organizing – Prioritizes and plans work activities; Uses time resources efficiently; Plans for additional resources; Sets goals and objectives.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Uses reason even when dealing with emotional topics; Works well in group problem solving situations.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of status or position; Inspires respect and trust; Accepts responsibility for own actions; Follows through on commitments.

Project Management – Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project activities.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness; Applies feedback to improve performance; Monitors own work to ensure quality.

Safety and Security - Observes, and ensures others observe, safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses, and ensures other staff use, equipment and materials properly.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths and weaknesses; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Teamwork – Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

QUALIFICATIONS: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Technical Knowledge/Ability: Substantial knowledge of local and regional economic development principles and practices, real estate development; and local, regional, and state land use laws. Substantial knowledge of strategic planning and implementation, project management, and cultural relations. Comprehensive knowledge of city planning techniques and issues. Thorough knowledge of City operations, policies, and procedures. Substantial knowledge of the use and drafting of project-related technical and legal documents. Comprehensive knowledge of international protocols relating to economic development. Comprehensive knowledge of national and international politics and government and public relations relating to economic issues and implications.

Other Skills and Abilities: Considerable knowledge of the principles and practices of municipal planning and zoning. Considerable knowledge of environmental impact issues, laws, and regulations. Considerable knowledge of governmental and legal procedures, and terminology in connection with economic development.

Substantial knowledge of principles of public sector budgeting, and contract terms and administration. Knowledge of management methods and techniques and ability to apply inter group relation skills gathered through education and/or experience.

Ability to effectively lead, provide direction and assign work to assigned department personnel. Ability to use logical and creative thought processes to develop solutions according to written specifications and/or oral instructions. Ability to make sound decisions and recommendations with respect to the cost-effectiveness, impact and timeliness of projects. Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines. Ability to effectively prepare and present accurate and reliable reports containing findings and recommendations.

Ability to communicate effectively in both written and oral form using both technical and non-technical language. Ability to work pro-actively with other agency staff, business owners, and others, to engage them in

the success of economic development goals and program. Ability to establish and maintain effective relationships with commissions, governmental agencies, the general public and other employees. Demonstrate integrity, ingenuity, and inventiveness in the performance of assigned tasks.

Language Skills: Ability to effectively and consistently interpret policies and ordinances to others. Ability to work effectively with angry and emotional distraught individuals and address and resolve complaints and concerns of the general public. Ability to write speeches and articles for publication that conform to prescribed style and format. Ability to effectively present information to management, public groups, and/or boards.

Mathematical Skills: Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Computer Skills: To perform this job successfully, an individual should have the ability to operate a personal computer, knowledge of database, spreadsheet and scheduling software; Experience with Internet usage and with e-mail.

Certificates, Licenses, Registrations: Possession of, or the ability to secure possession of, a valid State driver's license.

EDUCATION and/or EXPERIENCE: Graduation from an accredited college or university with a Bachelor's degree in Public Administration, Business Administration, Economics, Marketing, Urban Planning or a related field. Five years of demonstrated progressively responsible professional experience in local or regional economic development, planning, commercial real estate, community development, marketing, and/or business management, with substantial experience in managing economic development projects, and two years in a lead capacity; or any satisfactory equivalent combination of education and experience, which ensures the ability to perform the work, may be substituted for the above.

PHYSICAL DEMANDS & WORK ENVIRONMENT: The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; climb or balance; stoop, kneel, crouch, or crawl and taste or smell. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

While performing the duties of this Job, the employee will be subject to a flexible schedule and is frequently required to attend evening meetings at City facilities or at a remote location. Ability to drive or be transported by private or public transportation required. The noise level in the work environment is usually moderate.