

Are you looking to join a team that is making a difference in the future of San Jose? We are looking for a skilled, professional Business Resiliency Coordinator who wants to help with economic recovery efforts in downtown San Jose, along the Monterey Corridor and in the Alum Rock Business District. The San Jose Downtown Association (SJDA) is a non-profit organization that has worked closely with private and public-sector partners since 1986 to represent the interests of business owners in downtown San Jose. Please review [reviewsjdowntown.com](http://reviewsjdowntown.com) *before* applying, to better understand SJDA's mission, programs and services. Details on the position are below:

**POSITION TITLE:** Business Resiliency Coordinator, San Jose Downtown Association

**POSITION DESCRIPTION:** In response to the Covid-19 pandemic, the San Jose Downtown Association has partnered with the City of San Jose to assist with economic recovery in targeted commercial districts in the city, through a federal grant from the Economic Development Administration. This position will address the unmet needs of San Jose's diverse business and property owners as they rebound from an unprecedented economic shock. An intensive outreach initiative will also focus on business retention and recovery to address growing commercial vacancies in downtown San Jose and key neighborhood business districts. This position is specifically designed to retain and attract jobs, investment, and new businesses in partnership with the City of San Jose's Office of Economic Development (OED).

**The Business Resiliency Coordinator is a full-time, 2-year exempt position and is supervised by and reports to the Business Development Manager.**

**GENERAL RESPONSIBILITIES AND DUTIES:**

- Outreach to pandemic-related affected businesses and property owners in Downtown along with the business groups servicing Central and East San Jose (Monterey Corridor and Alum Rock Business District).
- Work closely with the Office of Economic Development to strengthen business networks to retain and recruit businesses in the gateway business districts and ensure the narrative of downtown San Jose is communicated in a dynamic and effective manner.
- Provide leadership development, mentorship, and programming support to business associations within the program area.
- Develop and promote training in employee/volunteer recruitment and engagement.
- Disseminate collateral and information in various languages with a keen sense of cultural awareness. Ability to converse in Spanish and/or Vietnamese is a plus.
- Provide guidance for business recovery services via partner agencies, including government agencies and non-profit organizations.
- Refer business members to technical assistance agencies that provide information and financial resources such as access to capital (loans and grants.)
- Understand business members' staffing needs and internship opportunities, connect them to internship sources, such as participants in the San Jose Works program and students at San Jose State University.
- Revamp SJDA's website system to track vacant/available space for potential businesses and update an online downtown map.
- Provide permit knowledge and assistance throughout the City and County process to member businesses and property owners.
- Serve as a liaison to the City's Planning, Building and Code Enforcement Department on projects in the downtown core, Monterey Corridor, and the Alum Rock Business District.
- Document permitting experiences throughout the process to improve streamlining and increase customer satisfaction.
- Establish and maintain a benchmarking system of key downtown, Monterey Corridor, and Alum Rock Business District indicators for business development.
- Staff newly founded storefront business support center.
- Complete required quarterly reporting for the Economic Development Administration grant.
- Additional duties as the position evolves.

QUALIFICATIONS:

- BA/BS degree and a minimum of two years professional experience in business development and management - or - minimum of 5 years of experience in business development and management.
- Ideal candidates will have a background/experience in business development with an emphasis on small business development in diverse communities.
- Knowledge of principles and practices of community design and development are desirable.
- Specific knowledge and past experience with the City of San Jose permit process is a plus.
- Strong interpersonal communications skills required.
- Proficient bilingual skills (Spanish or Vietnamese) highly preferred.
- Computer proficient and strong graphic communication skills with emphasis on Adobe Creative Suite, Photoshop and InDesign preferred. Google Suite knowledge is highly preferred.

SALARY: Salary is \$90,000 and includes competitive benefit package

DEADLINE: July 19, 2021 at 5:30pm.

TO APPLY: **Please submit a cover letter and resume to [hr@sjdowntown.com](mailto:hr@sjdowntown.com)** or  
San Jose Downtown Association, Human Resources  
28 N. First St., #1000  
San Jose, CA 95113