



South End Director

Charlotte Center City Partners (CCCP) is seeking a South End Director.

The South End Director leads the annual work program and long-range initiatives to drive the vision of Charlotte's South End as a people-first, walkable, urban district of vibrant neighborhoods, built along light rail transit, and fueled with energy and innovation from some of Charlotte's most diverse and creative people.

In this dynamic role, no two days are the same. This person must build and maintain strong relationships with small business owners and operators, residents, major employers, real estate developers, residential and commercial property managers, City and County staff, CMPD, and other external partners. A successful South End Director will be an inclusive leader, forward-looking strategic thinker, action-oriented project manager, and coalition-builder.

The South End Director must care about South End as a place and a community and be driven to spend his or her days working to make it better. He or she is an integral part of the South End community, with a commitment and participation that goes beyond the regular workday. The South End Director is an integral member of the full Charlotte Center City Partners team and the Community Development Team and reports to the SVP of Community Development.

Roles and Responsibilities

- Lead by listening in order to understanding the priorities and challenges faced by the diverse array of South End stakeholders
- In a team-based environment with a diversity, equity, and inclusion lens, collaborate to ideate, design, and implement new programs and tools to realize the South End Vision Plan.
- Working with SVP of Community Development, develop and manage implementation of the South End annual program of work
- Be a responsible steward of stakeholder dollars.
- With SVP of Community Develop and the Chair, lead engagement with South End Board Committee, including shaping quarterly meeting agendas, facilitating discussion, and communication outside of meetings.
- Lead a small cross-functional team dedicated to South End, including one direct report.
- Work with CCCP Events team to plan and execute signature events like Rail Trail Lights, Camden Commons, and Shop Small Saturdays.

- Work with CCCP Planning and Development Team to advocate for amenities and infrastructure that enhance the district such as wayfinding, better pedestrian connectivity, parks, parking, etc.
- Working with CCCP's SVP of Economic Development, act as liaison to business owners, employers, and developers considering investing in the South End
- Build and maintain strong relationships with neighborhood associations, residents, residential and commercial property managers, and small businesses.
- Build and maintain strong relationships with partners whose work and missions also support the livability, vibrancy, and inclusivity of South End, including CMPD, City and County staff, CMS, elected officials and educational and nonprofit partners.
- Manage a comprehensive communications program with South End stakeholders.
- Advise and support the Center City Ambassador Operations Manager from the perspective of the South End residential, business, and property management community.
- Be responsive to stakeholder challenges and opportunities.
- Work with neighborhood leaders to identify and advocate for priorities that build community in Uptown.
- Work with small businesses to identify and advocate for priorities that strengthen the commercial fabric of Uptown.
- Care for and attend to infrastructure and policy issues that affect and shape quality of life for residents, workers, and visitors.

Skills, Traits, and Core Competencies

- Strong written and verbal communication skills
- An authentic commitment to diversity, equity, and inclusion
- Leadership and Self-starting: The ability to influence and inspire others to work collaboratively toward a shared vision while balancing initiative and action
- Diplomacy: Skilled at navigating difficult or sensitive issues with grace and respect
- Creative problem-solving skills
- Ability to think strategically while being responsive to community priorities
- Experience with the public policy process
- Familiarity with the real estate development process
- An enthusiasm for Charlotte, for service, and a strong desire to participate in the growth and success of South End as a community and Charlotte as a whole.
- Integrity, strong work ethic, curiosity, a sense of humor, and the ability to do serious work without taking yourself too seriously.

Qualifications

- Bachelor's degree in related field is preferred.
- Master's degree in related field is a plus
- At least 5 years of work experience in community or stakeholder engagement, outreach, public policy, communications, or other relevant field.

Compensation and Benefits

- CCCP offers compensation commensurate with experience and benefits including health, vision, dental insurance, life, short- and long-term insurance, a flexible spending plan, 401K retirement program, a subsidized health club membership, membership for Charlotte Joy Rides, and opportunities for professional development.

To Apply

Submit your resume and a cover letter explaining your interest in this role and how your experience connects to the job description through the posting on Indeed. Applications will be reviewed on a rolling basis.

[About Charlotte Center City Partners](#)

Charlotte Center City Partners is a non-profit 501(c)(4) that manages the Uptown and South End Municipal Service Districts. CCCP boldly envisions and activates strategies and actions that will assure Charlotte Center City is a welcoming and equitable, economically vibrant, culturally rich and beloved place for all. Our work includes communications and marketing, community engagement, economic development, vision planning, placemaking, and special event production. CCCP believes in the value of urban places, acting with integrity, the power of diversity, inclusion and collaboration, and approaching all we do with passion, innovation, tenacity, and excellence.

DE&I / Equal Opportunity Employer

Charlotte Center City Partners celebrates diversity and is committed to creating an inclusive environment for all employees, interns and contractors. Charlotte Center City Partners is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, color, creed, religion, national origin, ancestry, citizenship status, age, sex or gender (including pregnancy, childbirth and pregnancy-related conditions), gender identity or expression (including transgender status), sexual orientation, marital status, military service and veteran status, physical or mental disability, genetic information, or any other characteristic protected by applicable federal, state or local laws and ordinances. Charlotte Center City Partners' management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, teammate activities, access to facilities and programs and general treatment during employment.