



POSITION TITLE: DOWNTOWN BUSINESS NAVIGATOR

REPORTS TO: ECONOMIC DEVELOPMENT & POLICY MANAGER

POSITION SUMMARY

This position represents an incredible opportunity for an experienced professional to help advance Downtown Long Beach's economic recovery efforts. Reporting to the Economic Development & Policy Manager, this position will be responsible for serving as an additional point of contact for Downtown Long Beach businesses and property owners. This position will require a significant amount of time and energy to be spent on relationship building, relationship management, identifying helpful business and property resources and information, understanding unique challenges and opportunities, and resource navigation. Candidates should expect to spend considerable time in the District meeting with and checking in with business owners. This position is available immediately, and a start date will be negotiated once an offer is made.

ESSENTIAL TASKS AND RESPONSIBILITIES

BUSINESS NAVIGATION

- Develops and manages productive relationships with diverse Downtown businesses and entrepreneurs.
- Maintains a comprehensive understanding of all financial assistance opportunities and technical assistance resources available to Downtown businesses.
- Coordinates presentations regarding new programs, policies, and information that are relevant to different types of Downtown businesses.
- Provides case management support for potential and existing businesses.
- Coordinates with local business associations and entrepreneur support organizations.
- In coordination with the Economic Development & Policy Manager, provide support and oversight of business assistance programs, including retail pop-up programs and educational workshops.
- Attends various meetings and events on behalf of the DLBAs Economic Development Department as needed.
- Provides regular updates to the DLBAs Economic Development Department and Executive Leadership.
- Organizes and maintains resource information (from internal and external sources) for website updates and bi-weekly newsletter development.
- Provides administrative support for Grand Opening assistance.
- Maintains Downtown business, contact, and property management data in CRM.
- Performs other duties as assigned.

PROPERTY-BASED IMPROVEMENT DISTRICT (PBID)

- Monitors and tracks communications with property owners, ensuring informed high-touch contact by staff and Board of Directors seeking PBID support.
- Coordinates business support for the PBID in the form of endorsements and advocacy with landlord property owners.
- Responds to requests for PBID information by members of the public.
- Communicates with property owners about the benefits of the PBID and the importance of their support

EDUCATION & EXPERIENCE

Bachelor's Degree in Communications, Business Administration, Public Administration, Public Policy, Economics, Urban Planning, or a closely related field. Six-plus years of experience preferred if no degree is held. Two years of work experience successfully performing a role related to the above responsibilities.

REQUIRED SKILLS

Self-starter, dependable, diligent, and amenable to perform necessary tasks to advance project goals. Ability to maintain confidentiality and professionalism with both internal staff and external partners. Experience in public and community affairs, including strong negotiation and conflict management skills. Familiarity with Long Beach's diverse commercial corridors and small business issues. Fluent English speaker. Bilingual language skills in the following languages are preferred: Spanish, Khmer, and/or Tagalog.

REQUIRED ATTITUDE

An upbeat, can-do attitude, ability to work in a team atmosphere, and willingness to perform a variety of tasks are required. A high degree of professionalism, creativity and resourcefulness must be exercised at all times. Outgoing interpersonal and negotiating skills with the ability to facilitate consensus-building when engaging with different points of view. Ability to cooperate with all types of dynamics: personal, political and geographical is paramount.

SPECIAL SKILLS

Qualified candidate must be self-motivated, well-organized, and able to work with a minimum amount of supervision in a fast paced, deadline driven atmosphere. Must demonstrate a high degree of professionalism; well-developed presentation and interpersonal skills required.

POSITION ENVIRONMENT

The Business Navigator will work out of the DLBA administrative office in a fast paced, deadline-driven environment and will interface with business and property owners, residents, community members, government staff, vendors, and professional service providers. A 3-day in office, 2-day work from home benefit is available after the first six weeks of employment. This individual may be required to work outside the 8:30 a.m. - 5:30 p.m. workday to staff events throughout the year. These off-hour occasions are typically planned and known well in advance. Downtown Long Beach is a culturally diverse environment. The DLBA is committed to complying with State and Federal laws including Fair Employment Practice laws, which provide equal opportunity in employment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

COMPENSATION

The Business Navigator is a non-exempt employee. Salary is commensurate with experience with a range of \$50,000 - \$60,000, including full medical, dental, and vision benefits, paid vacation and holidays, employer contribution to 401(k) plan, and parking pass.

CERTIFICATIONS, LICENSES, AND REGISTRATIONS

Must maintain a valid driver's license, acceptable driving record, and carry state required auto insurance.

LANGUAGE ABILITY

This position requires interfacing in English with all members of the public including elected officials, business and property owners, residents, community members, government staff, vendors, and professional service providers. Successful candidates must demonstrate the ability to read and understand written sentences and paragraphs in work-related documents and have the capability to communicate effectively in writing as appropriate for the needs of the audience. Position will use effective communication skills to present information accurately and clearly in online, one-on-one, and small group situations with colleagues, outside vendors, students, parents, community members of the organization. Fluent English speaking ability is required. Bilingual language skills in the following languages are preferred: Spanish, Khmer, and/or Tagalog.

MATH ABILITY

This position must have the capability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. The ability to arrange things or actions in a certain order or pattern according to a specific rule or set of rules (e.g., patterns of numbers, letters, words, pictures, mathematical operations).

REASONING ABILITY

Successful candidates for this position must have the ability to apply common sense understanding in order to carry out detailed but uninvolved written or oral instructions.

COMPUTER SKILLS AND OFFICE EQUIPMENT

To perform this job successfully, an individual should have basic computer literacy. Experience with general office equipment and software such as the Microsoft Windows operating systems, including Microsoft Office: Word, Excel, PowerPoint, and Outlook. Position interfaces with standard office equipment, including calculators, printers, copiers and scanners.

Successful candidates must also be well versed in multiple social media platforms and be able to effectively utilize Apple based mobile devices for social media posting, tracking and reporting.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

The individual must have sufficient physical strength, mobility, and stamina to lift and/or move, and equipment up to 50 pounds on a regular basis. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, and ability to adjust focus. While performing the duties of this job, the employee is regularly required to stand; use hands, and talk and hear. The employee is frequently required to walk; reach with hands and arms and stoop, kneel, crouch, or crawl. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Other

Downtown Long Beach is a culturally diverse environment. The DLBA is committed to complying with State and Federal laws including Fair Employment Practice laws, which provide equal opportunity in employment to all persons regardless of race, color, national origin, sex, age, religion, veteran status, or disability.

To Apply

Please apply on the Indeed posting linked on the DLBA website (www.DowntownLongBeach.org). Cover letter and resume required. Email info@dlba.org if more information is needed.

Downtown Long Beach Alliance

The Downtown Long Beach Alliance is a non-profit, community-based organization whose mission is to cultivate, preserve and promote a healthy, safe and prosperous Downtown for all. By balancing the interests of the residents, as well as businesses, the DLBA creates tangible progress by way of vested interest and solidified partnerships across local, municipal, and commercial lines. For additional information, visit www.DowntownLongBeach.org.