

Job Title: Small Business Program Manager
Department: Economic Development & Planning
Reports to: Vice President of Economic Development & Planning
FLSA Classification: Exempt



DowntownRaleigh
Alliance

JOB DESCRIPTION

Summary

Downtown Raleigh Alliance (DRA) seeks a skilled and motivated economic development professional to lead small business support and retail activation efforts in Downtown Raleigh. The Small Business Program Manager is responsible for small business development and support, DRA grant administration, leading welcoming and onboarding of new businesses, filling and activating storefronts, tracking business activity and managing storefront business data and information to support the organization's mission and goals.

Responsibilities/Essential Functions:

- Lead administration of the DRA Storefront Upfit Grant program, DRA Pop-Up Shops at Martin Street retail incubator program, and storefront business assistance programs including DRA-produced small business workshops.
- Manage tracking of downtown storefront business activity and ensure that all appropriate internal databases are maintained accurately, including: business openings/closings, business contact information, and other applicable data.
- Welcome new businesses to Downtown Raleigh, leading initial communication, tracking and setting up of introductory meetings with DRA staff in advance of opening.
- Proactively develop relationships with storefront business operators and commercial real estate professionals, being an advocate and conduit for information and issue resolution.
- Lead efforts to activate and fill storefronts including conducting targeted storefront recruitment, responding to requests for information and site searches, and facilitating lease conversations with landlords and real estate brokers.
- Support production of data and analysis for annual State of Downtown report, quarterly economic development reports, and specialized packages of information for inquiries and prospects.
- Support the maintenance and improvement of the organizational CRM database, assisting with the development of new database capacity and functionality, identification of downtown businesses and stakeholders, and regular maintenance of storefront-related information.

Education/Experience:

- Bachelor's degree or equivalent amount of experience, knowledge, and skills that will enable you to perform the tasks of the job proficiently.
- One to three years of professional experience. Applied experience in retail, restaurant operations, economic development, commercial real estate, and/or small business administration preferred. *Applied graduate coursework may be considered towards relevant experience.*

Skills and Capabilities:

- Strong project management and interpersonal communication skills.
- Understanding of the operations and successful development of small businesses, including but not limited to retail, restaurant and service business models.

- Possess excellent written and verbal communication skills and be comfortable interacting with diverse groups including developers, business entrepreneurs, property owners, residents and government officials.
- Familiarity with commercial real estate and demographic data sources is preferred.
- Working knowledge of database applications, desired, but not required.
- Ability to manage and advance multiple projects simultaneously.
- Must be able to work independently and as part of a team.
- Experience thriving in a high-paced, results-oriented environment.
- Proficiency in Microsoft Excel and Microsoft Office.

Physical Requirements:

- Prolonged periods sitting at a desk and working on a computer.
- Must be able to lift up to 15 pounds at times.
- Must be able to access various departments of a given location.

Travel required (if applicable):

- Regular local travel (city/county-wide) on a monthly basis for meetings and engagements.
- Occasional regional travel to a conference, tradeshow, or for professional development- not likely more than once per quarter with travel more likely around once per year.

Position Environment:

The Small Business Program Manager will work out of the DRA administrative office in a fast-paced, deadline-driven environment. The individual will interface with business and property owners, residents, community members, government staff, and service providers. Due to the nature of the position, it is expected that this individual may be required to work outside of the normal 8:30am to 5:00pm office hours. DRA currently provides a flexible work schedule with in-office work necessary on a weekly basis and hybrid work possible with supervisory approval.

EEO statement:

We are an equal employment opportunity employer and do not discriminate against any person because of race, color, creed, religion, national origin, political affiliation, sex, gender identity or expression, sexual orientation, age, disability, genetic information, or other reasons prohibited by law (referred to as "protected status"). This nondiscrimination and opportunity policy extends to employment, use of all company facilities, membership, board service and leadership, volunteerism, participation in any of the organizations programs or services and all employment actions such as promotions, compensation, benefits and termination of employment.

Other duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

Compensation:

Compensation shall be commensurate with experience. Anticipated hiring range is \$50,000 to \$65,000. The Small Business Program Manager is an exempt employee and will qualify for a generous benefits package to include health, dental, and retirement contributions. Vacation and sick time are also included.

Candidate Selection Process:

The candidate interview and selection process may include phone, videocall, and/or in-person formats. For virtual formats, accommodations can be made as needed, dependent on individual candidate circumstances. Interview rounds are expected to occur in July 2024. The priority deadline for candidates to submit applications is Sunday, July 14th at 11:59pm ET. Position is open until filled.

To Apply:

Please email resume, cover letter, and a list of three (3) references to willgaskins@downtownraleigh.org