



Career Service Authority

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Economic Development Specialist - Business Development

GENERAL STATEMENT OF CLASS DUTIES

Performs routine business and workforce development assignments.

DISTINGUISHING CHARACTERISTICS

The Economic Development Associate - Business Development is the entry-level classification in economic development and does not require any experience. The Economic Development Associate and Specialist - Small Business are concerned with only small business loan programs rather than business recruitment, expansion and retention.

Guidelines, Difficulty and Decision Making Level:

Guidelines are generally but not always clearly applicable, requiring the employee to exercise judgment in selecting the most pertinent guideline, interpret precedents, adapt standard practices to differing situations and recommend alternative actions in situations without precedent. Duties assigned are generally complex and may be of substantial intricacy. Work assignment is performed within an established framework under general instructions but requires simultaneous coordination of assigned functions or projects in various stages of completion. Employee is responsible for determining time, place and sequence of actions to be taken. Unusual problems or proposed deviations from guidelines, practices or precedents may be discussed with the supervisor before being initiated.

Level of Supervision Received and Quality Review:

Under administrative supervision, the employee has personal accountability for carrying out an assigned function, program or project within the scope of established guidelines and objectives and is expected to resolve problems that arise in the normal course of the work. Completed work is generally reviewed for soundness of judgment, conclusion, adequacy and conformance to policy.

Interpersonal Communications and Purpose:

Contacts with the public or employees where explanatory or interpretive information is exchanged, gathered or presented and presented and some degree of discretion and judgment are required within the parameters of the job function.

Level of Supervision Exercised:

Performs lead work as assigned.

ESSENTIAL DUTIES

Performs routine business recruitment, expansion, and retention assignments related to site location, permitting, job training, or incentive payments.

Develops and implements a yearly marketing program for a targeted industry and related target area.

Responds to new and expanding businesses requesting economic and business development information.

Participates as a team member to develop complex business development projects and programs.

Interacts extensively with business owners and managers, outside contractors, and other government agencies.

Performs other related duties as assigned or requested.

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Any one position may not include all of the duties listed.
However, the allocation of positions will be determined by
the amount of time spent in performing the essential duties
listed above.
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MINIMUM QUALIFICATIONS

Competencies, Knowledges & Skills:

Knowledge of economic development principles and practices sufficient to be able to perform a variety of duties related to the work assignment.

Arithmetic - Performs computations such as addition, subtraction, multiplication, and division correctly using whole numbers, fractions, decimals, and percentages.

Customer Service - Works with customers to assess needs, provide assistance, resolve problems, satisfy expectations; knows products and services; is committed to providing quality products and services.

Decision Making - Makes sound, well-informed, and objective decisions; perceives the impact and implications of decisions; commits to action, even in uncertain situations, to accomplish organizational goals; causes change.

Interpersonal Skills - Shows understanding, courtesy, tact, empathy, concern; develops & maintains relationships; may deal with people who are difficult, hostile, distressed; relates well to people from varied backgrounds & situations; is sensitive to individual differences.

Oral Communication - Expresses information to individuals or groups effectively, taking into account the audience and nature of the information; makes clear and convincing oral presentations; listens to others, attends to nonverbal cues, and responds appropriately.

Problem Solving - Identifies problems; determines accuracy and relevance of information; uses sound judgment to generate and evaluate alternatives, and to make recommendations.

Reading - Understands and interprets written material, including technical material, rules, regulations, instructions, reports, charts, graphs, or tables; applies what is learned from written material to specific situations.

Writing - Recognizes or uses correct English grammar, punctuation, and spelling; communicates information in a succinct and organized manner; produces written information, which may include technical material, that is appropriate for the intended audience.

Physical Demands:

Sitting: remaining in the normal seated position.

Reaching: extending the hand(s) and arm(s) in any direction.

Handling: seizing, holding, grasping, or otherwise working with hands.

Fingering: picking, pinching, or otherwise working with fingers.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Working Environment:

Work is subject to varying and unpredictable situations. Subject to many interruptions.

Education Requirement:

Baccalaureate Degree in Business Administration, Marketing, Finance, Public Administration, or a related field.

Experience Requirement:

Two years of experience working in economic or workforce development, or a closely related field.

Education/Experience Equivalency:

Additional appropriate education may be substituted for the minimum experience requirement. Additional appropriate experience may be substituted for the minimum education requirement on a one-for-one basis.

Licensure and/or Certification:

None.

CLASS DETAIL

FLSA CODE: Exempt

ESTABLISHED DATE: 09/16/95

REVISED DATE: 08/16/02

REVISED BY: Pete Garritt

CLASS HISTORY

Positions covered by this class in the Mayor's Office of Economic Development were made Economic Development Specialists by the CAP Consolidation Project on September 1, 1989. They were re-allocated to the current Economic Development Specialist - Business Development classification as a result of the JAJE Project on September 16, 1995. Positions covered by this classification in the Mayor's Office of Workforce Development were formerly Employment and Training Contract Coordinators.