

Application instructions: Email your resume and cover letter to the Executive Director, Val Alonzo, at [val@rdcnm.org](mailto:val@rdcnm.org).

## **BUSINESS RETENTION AND EXPANSION OUTREACH POSITION**

### **GENERAL STATEMENT OF RESPONSIBILITIES**

Under general supervision, this position is responsible for developing, coordinating and implementing a program designed to attract, retain, and grow businesses in the RDC seven-county service area (Taos, Rio Arriba, Los Alamos, Santa Fe, Sandoval, Mora, and San Miguel, and the municipalities and Native American Pueblos therein).

### **LOCATION**

This job is based in Espanola, New Mexico; applicant must live in the RDC seven-county service area.

### **SALARY**

\$45,000 - \$55,000 + benefits, depending on experience.

### **ESSENTIAL JOB FUNCTIONS**

- Works with RDC management team to plan, organize and perform business visitation program for the RDC seven-county service area that includes high-growth, tribal member-owned, and rural small businesses. To include regular and periodic telephone communication, various correspondence methods and primarily on-site personal interviews with business to assess issues, concerns, and opportunities.
- Discusses options and advises management with regard to development obstacles, growth and expansion opportunities, and provides business assistance program information. Acts as liaison and facilitates communication between businesses and City and County departments and other organizations and agencies.
- Works with marketing consultant to develop and distribute relevant marketing materials and information to the business community.
- Documents and maintains results of business visits on a weekly basis in an electronic database and implements resulting action items.

- Forms strategic partnerships with local business organizations and technical assistance providers.
- Makes presentations to individual businesses, groups and associations on available services and assistance programs. Recommends resources and networking connections with local industry partners, provides contacts with banking institutions, state and federal agencies and others that can provide technical expertise for most business needs.
- Maintains a comprehensive knowledge of programs and resources available to businesses, including funding and loan programs.
- Plans, organizes and implements business workshops and other business networking, informational, educational, and promotional events along with other team members.
- Attends and participates in community meetings, as assigned.
- Performs other duties, as assigned.

## **PERFORMANCE STANDARD**

Employees at all levels are expected to effectively work together to meet the needs of the community and the organization through work behaviors demonstrating the RDC's values. Employees are also expected to lead by example and demonstrate the highest level of ethics.

## **REQUIRED KNOWLEDGE**

- Business Development - Knowledge of economic development processes and practices in the areas of marketing and business development, economics, business administration, economic development and workforce development. General knowledge of the regulations of federal and state funding programs to effectively ensure grant program compliance.
- Marketing - General knowledge of marketing and marketing material development to include visual aids, brochures, reports and multi-media presentations.
- Customer Service – Thorough knowledge of principles and processes for providing customer services. This includes setting and meeting quality standards for services and evaluation of customer satisfaction.
- Information Technology – Knowledge of office equipment and personal computers to include word processing and a variety of presentation media.

## **REQUIRED SKILLS**

- Time Management – Plans and organizes daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology. Excellent skills in planning and coordinating multiple projects and activities.

- Judgment/Decision Making – Evaluates the best method of research and then exercises appropriate judgment in establishing priorities and resolving complex matters. Considers the relative costs and benefits of potential actions to choose the most appropriate one.
- Interpersonal Relationships - Develops and maintains cooperative and professional relationships with employees and all levels of management to include RDC team members, business owners, municipal leaders and outside organizations.

### **REQUIRED ABILITIES**

- Communication – Ability to effectively communicate verbally and in writing, to include the preparation of detailed reports which include numerical information and statistics and preparing and presenting a wide variety of public relations materials. Ability to handle a variety of issues with tact and diplomacy and in a confidential manner. Ability to listen and understand information and ideas being presented verbally and in writing.
- Time Management – Ability to establish and implement effective administrative programs and procedures. Ability to plan and organize daily work routine. Establishes priorities for the completion of work in accordance with sound time-management methodology.

### **EDUCATION AND EXPERIENCE**

A four-year degree or five or more years of professional experience in customer service, business management, and/or economic development preferred.

### **OTHER REQUIREMENTS**

This is a full-time position. Office hours are Monday – Friday from 8:00 am – 5:00 pm.

Extensive travel required around the RDC seven-county service area. Must have reliable transportation and the ability to work on occasional evenings and/or weekends.