



DOWNTOWN SPOKANE PARTNERSHIP Business Relations Coordinator

Job Description

Reports To: Marketing and Programming Director

Effective: October 2019

Position Overview

Support the Marketing and Programming Director in communicating and delivering on the attributes, resources and activities in downtown that attract residents, companies, customers and visitors. Assist in development and implementation of promotions that create positive energy, commerce and utilization of Business Improvement District programs.

Act as a liaison to downtown businesses, property owners, and brokers to develop opportunities and strategies for growing downtown. Including compiling, maintaining, packaging and distributing compelling market research and materials.

Reports to the Marketing and Programming Director for all duties including but not limited to budget, strategy development and tactical execution of initiatives.

Essential Functions

Business Relations

- Serve as the face of downtown to ratepayers, maintaining annual contact with a broad spectrum of business representatives.
- Work closely with the Database Associate to keep records up-to-date and accurate.
- Develop communication processes and materials to keep ratepayers aware of activity in the wider downtown community.
- Create opportunities for ratepayers to connect and network with each other, promoting the use of BID services.
- Engage with Real Estate broker community to gain feedback and develop strategies for attracting and sustaining tenants.
- Support downtown business growth through research. Maintain strong awareness of economic trends, real estate opportunities, resources, incentives and government processes to provide information to prospective investors and existing businesses and measuring success.
- Assist in development of promotional materials with our partners and internal marketing staff that tell the downtown Spokane story.
- Collaborate with fellow staff members, and stakeholders to integrate their work in the development and advancement of an overall strategy for strengthening the downtown economy.

Minimum Qualifications

Knowledge

- Demonstrable skills in planning and execution of plans against a timeline.
- Solid understanding and use of various media communication tools.
- Ability to analyze problems and recommend or take appropriate action.
- Ability to express self clearly and concisely electronically, orally and in writing.
- Proficient in the use of Microsoft Office suite of software.

Skills

- Excellent interpersonal, written communication and presentation skills.
- Strong research capabilities.
- Organized and detail oriented.
- Community and/or business development experience preferred.
- Project management experience preferred.
- Strong customer service and conflict resolution skills.

Personal Attributes

- Positive can-do attitude in a high-paced high-visibility position.
- Ability to work independently and as a part of a team process.
- Strong work ethic and a passion for making a difference in your community.
- Willingness to make mistakes, and the ability to learn from them.
- Willingness to broaden skillsets through new and challenging tasks.
- A good sense of humor and the ability to collaborate.
- Well organized and able to articulate the big picture and execute on the details.
- A strong and dynamic advocate for downtown.

Qualifications

- Bachelor's Degree in a related field or equivalent professional experience.
- Demonstrable experience that illustrates ability to engage with prominent stakeholders.
- Experience in marketing and promotion on multiple platforms.

Physical Abilities

Positions requires occasional morning, evening and/or weekend work as needed for various downtown related events/meetings. Travel within downtown required. Requires sitting and/or standing for long periods of time. Occasionally lifting/pulling/pushing up to 50 pounds. Must be able to regularly talk/hear via a variety of modes, as well as see and operate a computer.

Compensation

DOE

Applicants may be subject to a background check before hire. Employment with the DSP is at-will, salaried non-exempt, with benefits. Salary will be commensurate with experience and qualifications. DSP is an equal opportunity employer.

Acknowledgement

I have reviewed this job description and I understand all my job duties and responsibilities. I am able to perform the essential functions as outlined. I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

Employee's Signature

Date

Employee's Name (please print)