

FutureHeights

Business Outreach Manager Job Description

Summary

FutureHeights is a nonprofit, community development corporation with a mission to facilitate an equitable, prosperous and vibrant future for Cleveland Heights and University Heights and to engage in and promote economic and social development through meaningful engagement of residents and collaboration with local organizations, businesses and governments.

The Business Outreach Manager engages the small business community in Cleveland Heights, especially women- and minority-owned businesses and those located within underserved business districts, to foster economic development and build community. In addition, the position will manage the annual Best of the Heights awards program and *Heights Observer* distribution. Our vision is to have thriving local businesses and business districts that contribute to an equitable, prosperous and vibrant future for our community. The Business Outreach Manager is a new, part-time position, reporting to the Executive Director.

Essential Functions:

Relationship Building

- Establish regular communications strategies with key stakeholders in the business community to build trust and maintain strong relationships.
- Attend meetings and community events as the FutureHeights representative.

Women- and Minority-Owned Business Enterprise (WMBE) Engagement

- Design, plan and implement a new program to engage small and WMBE business owners, especially those in underserved business districts in Cleveland Heights.
- Provide coaching and mentorship to businesses with a goal of retaining existing businesses and attracting new ones to underserved districts.
- Organize businesses with the goal of creating merchants' associations in underserved business districts.
- Assist business owners and district leaders in leveraging tools, such as social media and the Heights Observer, to tell their stories and share their successes.
- Design, plan and implement a series of forums/workshops targeted to business owners.
- Build relationships with government and nonprofit resources.

Best of the Heights Program Execution

- Create program categories and annual survey for business awards program
- Promote program to business owners and residents
- Manage documentation and distribution of awards
- Write *Heights Observer* articles promoting the program and reporting on results

Heights Observer Distribution

- Manage monthly distribution of the print issue of the Heights Observer, including volunteer recruitment and appreciation
- Track distribution outlets and quantities
- Develop strategies to increase distribution

Administrative

- Participate in staff meetings and trainings.

FutureHeights

- Create and maintain a database of business contacts.
- Complete necessary reports (CDBG), timesheets, check requests and expense reports.
- Staff the Economic Development Committee

Qualifications

- Bachelor's degree in urban planning, economic development, community organizing, or similar field required. Master's preferred.
- 2+ years related experience (nonprofit, community organizing, urban planning, working with small businesses, etc.)
- Strong written and verbal communication skills.
- Ability to work under deadlines and prioritize tasks.
- Excellent organizational and planning skills and attention to detail.
- Experience in working with volunteers and the general public, and a respect and belief in the power of residents and their ability to create positive change.
- Ability to maintain confidences when working with sensitive information.
- Ability to work evenings and weekends as needed (expected frequency 1-2 days per week).
- Strong analytical skills with the ability to work with data, draw conclusions and make recommendations.
- Ability to work independently and to be flexible in changing priorities as needed.
- Demonstrate a strong ability to work well with people of all racial, ethnic, religious and income backgrounds.
- Have the ability to exercise independent judgment and take initiative.
- Strong knowledge of the neighborhoods of Cleveland Heights.

Compensation: This is an hourly position at a rate of \$19/hour for up to 25 hours per week.

Contact: submit resume, cover letter and references to: Deanna Bremer Fisher, Executive Director FutureHeights, 2843 Washington Blvd., Suite 105 Cleveland Heights, OH 44118 or via e-mail to dbfisher@futureheights.org. Note: please put the word "Business Outreach Manager" in the subject line of your e-mail. No phone calls, please.