



## **Job Description Existing Industry Manager**

**Reports to: Director, Business Development**

### **Nature of the Position:**

This position will be responsible for the retention and expansion needs of existing industry in Iredell County. This position will establish rapport and relationships with employers with a focus in key industry clusters. This will be accomplished through one-on-one visits, responding to incoming inquiries, working as an ombudsman to address challenges, and collaborating with partners to deliver programs and technical assistance. The position will be responsible for capturing, analyzing, and reporting data through visits and surveys. The position will work with a wide range of partners to increase understanding of the local business climate. The position will coordinate engagement opportunities with industry to include hosting quarterly industry councils and an annual appreciation event. The ideal candidate must be comfortable calling on businesses and conducting meetings with senior-level executives.

Key skills include managing multiple priorities and projects; responsive and service minded; strong problem-solving skills and ability to navigate complex situations; ability to maintain confidentiality and uphold strong ethical standards. Must be able to manage a comprehensive program of work with limited supervision to complete assigned projects.

### **Primary Responsibilities:**

#### **Existing Industry**

- Oversee all aspects of the Existing Industry Program
- Provide insights and trends from meetings with team, partners, and municipalities
- Monitor existing industry and identify potential red flags including changes in management, signs of reductions, closing or relocation of facility, and challenges of businesses
- Work with the team and partners to connect businesses with resources including identifying buildings and sites, workforce development programs, and local, state, and federal programs. Develop strategy to include partners in engagement with existing industry including regional and state economic development partners, workforce partners, elected officials, and internal team
- Maintain existing industry database and directory to ensure accurate total employment, key contacts, and existing employers
- Work with Director, Business Development & President & CEO on incentive requests related to existing industry retention and expansion projects
- Work with VP, Workforce & Strategic Initiatives on workforce outreach and existing industry initiatives

#### **Small Business Ombudsmen Program:**

- Assist small businesses with questions related to starting a business, setting up a location, and navigating the planning and inspections process
- Assist in helping them navigate the zoning and inspections requirements
- Act as a liaison between small businesses and government
- Facilitate the resolution of complaint and disagreements
- Provide county and municipal departments with industry feedback pertinent to short and long-range planning



- Provide input when needed to county and municipal planning staff on strategic and small area related planning efforts as it pertains to existing businesses
- Maintain and update Business Resource Guide annually

## Programs & Events

- Coordinate topics, speakers, communications, invitations, sponsorships, and logistics for Quarterly Industry Councils
- Coordinate Annual Appreciation Event
- Work with team to coordinate details, timelines, and logistics with new and expanding announcements including council meetings, incentive approvals, press releases, groundbreaking, and open house for existing industry
- Recognize businesses for key milestones through recognition and appreciation program in coordination with elected officials

## Communications

- Excellent oral and written communications skills with the ability to work with a variety of stakeholders
- Prepare written documents such as: reports, media releases, talking points, requests for proposals, newsletters, social media posts, and correspondence to stakeholders
- Identify, track, and promote local business news and accolades
- Maintain an existing industry distribution list and newsletter to promote programs, resources, and initiatives of interest to local businesses
- Deliver timely follow-up to existing industry requests
- Track existing industry visits and action items in CRM system

## Other

- Provide support across multiple organizational areas including business development, product development, existing industry, and workforce development
- Assist at Board of Director Meetings, Investor Meetings, and other related meetings
- Participate in local, regional, and state economic development events, webinars, and forums to share and learn best practices
- Create and update monthly and weekly reports
- Other duties as assigned

## Qualifications

- Bachelor's degree in planning, business, communications, or other relevant field supplemented by two years of experience in planning, community and/or economic development, or an equivalent combination of education, training, and experience
- Strong project management skills with the ability to manage multiple tasks effectively and simultaneously
- Ability to plan and prioritize daily assignments
- Excellent communication skills and interpersonal skills, including the ability to collaborate with team members and communicate with a variety of stakeholders
- Adaptable to performing under stress when confronted with difficult situations or tight deadlines



- Maintain enthusiasm, is self-reliant and anticipates work to be done
- Must have reliable transportation to travel to meetings across the county. Mileage reimbursement will be provided
- Position is full-time, onsite. Position will split time between Mooresville and Statesville office locations depending on scheduled meetings

### **What We Offer**

In addition to vacation benefits, sick leave, and paid holidays, you will be eligible to participate in our comprehensive benefits package that includes medical, dental, and vision insurance. You will also be eligible to participate in the NC retirement system.

### **Submission Guidelines**

Qualified candidates should submit a resume, cover letter, and minimum salary expectations by 5:00 PM on November 29, 2021, to Jessica Stewart, VP Workforce & Strategic Initiatives, Iredell County Economic Development Corporation at [Jessica@iredelledc.com](mailto:Jessica@iredelledc.com). A full job description can be found at <https://www.iredelledc.com/about/available-position/>

### **About Iredell County Economic Development Corporation**

Iredell County Economic Development Corporation (Iredell EDC) was formed in 2017, as a result of our leaders and communities coming together with a vision to organize our economic development efforts under one county-wide organization. Iredell EDC is a public-private partnership that promotes economic growth and stability in our community by supporting the creation of new jobs and encouraging investment. We accomplish this through new business attraction, support of existing industry, building a world-class workforce, and collaboration with our community to build prosperity for all.

### **About Iredell County**

Iredell is in the northern part of the Charlotte region, North Carolina and home to the City of Statesville, Town of Mooresville, and Town of Troutman. Iredell is the 14<sup>th</sup> largest County in the state of North Carolina, with a population of 181,000 and the 13<sup>th</sup> lowest tax rate in the state, and the lowest tax rate in the Charlotte region. We have a diverse industry base with a mix of agriculture, advanced manufacturing, logistics/distribution, finance, healthcare, and information technology. For more information please visit [www.iredelledc.com](http://www.iredelledc.com).