

MAJOR FUNCTION

This is responsible professional public contact work dealing directly with local businesses to facilitate resolution of their issues, concerns and complaints and promote a positive relationship with City government. Advocates for local businesses by responding to inquiries, complaints, and requests received directly from the businesses and through referrals of citizens, from the City Commission, City Manager, and other officials (including County and State), and City departments. Works directly with the executive team, departments and divisions within the City to resolve business complaints by evaluating internal operations, policies and procedures and recommending appropriate course of action. Conducts executive briefings on ongoing or potential problems and complaint resolution. An employee in this position must exercise considerable independent judgment. Work is performed under the general direction of the City Manager or his/her designee who reviews the work through observations, conferences, reports and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Facilitates the resolution of business concerns related to city issues and processes. Coordinates resolutions to issues that could involve more than one department, offering assistance that will meet the needs of the business and will be within the capabilities of the departments. Will inform department directors, Assistant City Managers, and the City Manager of potential or ongoing problems or procedural issues which may impact service levels, suggesting solutions determined by researching and developing information based upon previous inquiries or complaints received. Develop documents and maintain procedures for implemented solutions. Perform detailed analysis and evaluation of local business issues and City programs and policies. Plans, coordinates, designs and develops processes within appropriate City procedures. Plans, organizes and conducts meetings with technical and functional resources for communications of business requirements, status updates and project reviews. Provides assistance to the City Manager, City Commissioners and other officials. Communicates regularly with the Economic Development Council, the local Chamber of Commerce and other local organizations which promote business and employment growth. Assists City departments with the implementation of business solutions. Makes site visits as necessary to accurately assess, and assist in resolving businesses' concerns or complaints. May promote the availability and scope of the City's services and initiatives through presentations to civic and business groups, and the public. Researches and prepares reports and correspondence to officials and staff as requested. Prepares staff reports and position papers as assigned. Develops and maintains a cooperative and supportive relationship on behalf of the City with the business community. Assists with the administration of City Economic Development programs and initiatives. Performs related work as required.

Other Important Duties

Attends meetings as required. Provides special project management as requested, and all other duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Considerable knowledge of the City's organization, and its functions, services, ordinances, policies and procedures. Considerable knowledge of the sources of information related to the various areas and functions of public administration. Considerable knowledge of modern office practices as they apply to procedures within public service offices. Ability to deal tactfully and effectively with the general public, community leaders, City officials, department directors, and staff. Ability to write clear and concise reports, memoranda, directives, and letters. Ability to exercise independent judgment. Ability to resolve complex problems in accordance with ordinances, rules, and departmental policies

while identifying creative ways to achieve positive or acceptable outcomes for all involved. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to speak well in public. Ability to ascertain facts from personal contact, observation, and examination of records. Skill in the use of microcomputers, including maintaining tracking and records of business concerns, and the associated programs and applications that are necessary to successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, marketing, behavioral or social sciences, or a related field and three years of administrative experience or experience handling and/or resolving customer concerns; or an equivalent combination of training and experience.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

Established: 03-13-13

Revised: 06-06-13