



April 2013

ECONOMIC DEVELOPMENT MANAGER

DEFINITION

Under general direction, manages the creation, development and implementation of city economic development activities and programs to support the retention and expansion of Tigard's businesses; manages the integration of the division with existing community development department resources to improve organizational productivity and customer service to Tigard businesses, market Tigard to prospective companies and develop incentive programs to enhance city economic competitiveness in the region; coordinates and implements programs and projects that support commercial, office and industrial development citywide; provides highly complex and responsible support to the Community Development Director in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Community Development Director. May exercise general direction and supervision over professional, technical, and administrative support staff.

CLASS CHARACTERISTICS

This is a single position classification that manages all Economic Development Division activities. Responsibilities include performing diverse, specialized, and complex work involving significant accountability and decision-making responsibility; conducting regular outreach to local businesses and business organizations as well as industry groups and economic development associations; conducting research on factors affecting the local economy and market trends; and responding to economic development opportunities. Incumbents organize and oversee day-to-day economic development activities and are responsible for providing professional-level support to the Community Development Director in a variety of areas. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work with that of other City departments and public agencies. This class is distinguished from the Community Development Director in that the latter has overall responsibility for all functions of the department and for developing, implementing, and interpreting public policy.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

Management reserves the rights to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, operations, and activities of the Economic Development Division.
- Manages and participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.

- Develops and standardizes procedures and methods to improve the efficiency and effectiveness of services, projects, and activities; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and recommends to the Director.
- Manages and coordinates the work plan for the division; meets with staff to identify and resolve problems; assigns work activities, projects, and programs; monitors work flow; reviews and evaluates work products, methods, and procedures.
- Participates in selection, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Provides highly complex staff assistance to the Director; develops and reviews staff reports related to economic development activities, projects, and services; presents reports to the City Council, commissions, committees, and boards; performs a variety of public relations and outreach work related to assigned activities.
- Manages and participates in the development and administration of and oversees program and division budgets.
- Manages, directs, and participates in highly complex activities in area of economic development and business assistance programs and conducts studies to determine financial impact.
- Directs and manages incentive programs to encourage commercial investment.
- Manages a Main Street program in Downtown Tigard.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to programs, policies, and procedures, as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in planning; researches emerging products and enhancements and their applicability to City needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Assists the Community Development Director with special projects, as needed.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, project management, and supervision of staff, either directly or through subordinate levels of supervision.
- Principles and practices of budget administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes, and regulations.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned division.
- Geographic, socio-economic, transportation, political, and other elements related to city economic development.
- Redevelopment and revitalization programs; zoning, codes and development fees.
- Recent and on-going developments, current literature, and sources of information planning services, activities, and projects.
- Advanced economic development principles, techniques, policies, and procedures.

- Modern office practices and technology, including personal computer hardware and software applications related to the work.
- Modern developments, current literature, and sources of information regarding economic development.
- Principles of advanced mathematics and their application to work.
- Practices of researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Methods and techniques of effective technical report preparation and presentation.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, various business, professional, educational, and regulatory organizations and with property owners, developers, contractors, and the public.
- Techniques for dealing effectively with the public, vendors, contractors, and City staff, in person and over the telephone.
- Techniques for providing a high level of customer service to public and City staff, in person and over the telephone.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Administer complex, technical, and sensitive, and related programs in an independent and cooperative manner.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Interpret, explain, and ensure compliance with City policies and procedures, complex laws, codes, regulations, and ordinances.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations and in meetings with individuals.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise, and understandable manner to intended audiences.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience, which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from a four-year college or university with major coursework in public or business administration, economics, or a related field and five (5) years of increasingly responsible experience in local or regional economic development, including experience with redevelopment and revitalization programs and two (2) years of supervisory experience; or any equivalent combination of experience and training.

Licenses and Certifications:

- Possession of a valid driver's license with a satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit and inspect meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although the job involves standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard, typewriter keyboard, or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels and controlled temperature conditions; but may occasionally be exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.