



## **Business Relations Manager**

EEO Class Code:

Union Status: NB

FLSA Code: Exempt

# **The Town of Pembroke Park Job Description**

**Department:** **Town Manager/Administration**

**Supervises:** **None**

**Position Reports To:** **Town Manager**

**Sworn:** **No**

### **Job Specifications**

#### **NATURE OF WORK**

The position is responsible for developing strong partnerships between the Town and its business owners, attracting new business, and supporting a growing economic environment. This role is crucial piece in enhancing the Town's economic portfolio and serving as a liaison between the Town and the business community. This position will perform under the direction of the Town Manager.

#### **ESSENTIAL FUNCTIONS**

Tasks required of those in the position of Business Relations Manager include but are not limited to:

- Conduct regular outreach visits and organize business roundtables, forums, or networking events.
- Improves and coordinates communication with the business community within the Town.
- Organizes local merchant meetings, including correspondence, agenda development, and presentations.
- Creates solutions to enhance the Town's business profitability and economic success.
- Assists the Town Manager on special projects pertaining to economic growth in the Town.
- Meets with business owners regularly to continue building a positive rapport and relationship.
- Acts as liaison between business owners and Town departments.
- Develops and implements retention strategies to support existing businesses, including identifying potential funding, training, or partnership opportunities.
- Assists with branding and marketing initiatives to promote the town's business environment.

- Creates new opportunities to bring additional business to the Town.
- Participates in planning and zoning discussions relevant to business development.
- Advocates for business-friendly policies and identify barriers to growth.
- Supports town initiatives aimed at revitalization, downtown development, or infrastructure improvement.
- Performs other related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Ability to demonstrate positivity and optimism as a representative of the Town.
- Skilled in active listening and effectively carrying out instructions.
- Skilled in effective communication and building a positive communication culture.
- Ability to analyze, solve problems, render advice and assistance on contractual matters.
- Skilled in Microsoft Office Suite (Word, Outlook, Excel, PowerPoint).
- Skilled in providing excellent customer service.
- Ability to adhere to policies and procedures.
- Ability to multi-task while working with tight deadlines and competing priorities.
- Outstanding skills and abilities in verbal and written communications; ability to adapt a style to fit audiences of varying technical levels, and at various levels within an organization, in groups and individual settings.
- Demonstrated ability to establish collaborative partnerships and effective working relationships with a variety of internal and external customers and diverse stakeholders.
- We are looking for a person with a bright personality to act as a promoter for the town: this is central in our evaluation of candidates

## **MINIMUM REQUIREMENTS**

- High School diploma or valid equivalent.
- Five (5) years of experience in administrative work.
- Any equivalent combination of experience and education may be considered.

## **PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT**

The physical demands described here are representative of those that must be met by a teammate to successfully perform the essential duties and functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions.

- Regularly required to stand, sit, see, speak, hear, and use hands and fingers to operate a computer, telephone, or other electronic device.
- Occasional light to moderate lifting of office products and supplies may be required.

The work environment characteristics described here are representative of those a teammate encounters while performing the essential duties and functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

- Moderate noise (business office with computers, telephones, printers, fax machines, photocopiers, filing cabinets, and light traffic).
- Ability to work within a confined area.
- Ability to work at a computer station for an extended period.
- May be requested to work nights and weekends for special town events, Commission meetings/workshops, emergencies, and other Town-related activities.