

LOS ANGELES COUNTY ECONOMIC DEVELOPMENT CORPORATION

Job Title: District Manager
Reports To: Senior Vice President
Department Business Assistance & Development
FLSA Status: Exempt

Summary:

LAEDC is a nonprofit, public benefit organization dedicated to advancing opportunity and prosperity for the residents of L.A. County.

The District Manager/Industry Cluster Specialist activities operate along the entire product/service value chain continuum associated with growing industry clusters including advanced transportation; aerospace and defense; biosciences and healthcare; entertainment and digital; IT and communication, and trade and logistics, working in partnership with LAEDC Departments to fulfill our vision to increase economic opportunity and shared prosperity for more L.A. based residents and lay the foundation for thriving communities. The District Manager/Industry Cluster Specialist position provides strategic consulting assistance to businesses in one of the L.A. County Board of Supervisors' (BOS) five Districts. This position interfaces with all levels of LAEDC personnel, the Board of Directors and Executive Committee, Board of Governors, LAEDC member firms and the larger external business community.

Duties

- Serves as the first point of contact within one of the five L.A. County BOS Districts (District) providing hands-on business attraction, retention, expansion, job growth and layoff aversion assistance and strategic business consulting services to companies
- Markets and promotes L.A. County and specific BOS District through outreach to targeted key industries and businesses through monthly in-person consultations and presentations
- Assesses needs of at risk and growing businesses, developing action plans of resources, programs and incentives for business and job sustainability
- Develops a pipeline of business attraction, retention and expansion projects in the district
- Secures Customer Satisfaction Survey from businesses participating in business assistance and layoff aversion services, earning a favorable customer satisfaction rate
- Develops and maintains professional relationships with established economic and workforce development partners, regulatory agencies and local government within the district, identifying/matching/utilizing resources as needed to assist in business attraction, retention, expansion and job growth efforts
- Serves as an industry sector specialist to the L.A. County business, economic and workforce development communities and Industry Cluster Councils in one or more of LAEDC's identified competitive, growing and traded industry clusters
- Delivers presentations on business assistance, layoff aversion and targeted industry services and represents the LAEDC at countywide and regional economic events
- Create and execute project management and district development plans across multiple initiatives and revise as appropriate to meet changing needs and requirements

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- Conduct post project analysis identifying best practices and opportunities for improvement
- Provides compliance level reporting on business attraction, retention and expansion efforts, contracts, grants and sponsorship
- Provides ad hoc support on projects, grants, and presentations for the Senior Vice President and District Managers in their absence
- Consistently meets and exceed goals and objectives
- Ensures all activities support the LAEDC's mission, goals and objectives

Competency:

To perform the job successfully, an individual should demonstrate the following competencies:

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Qualifications:

- Economic Development experience- knowledge of BARE (Business Attraction, Retention, and Expansion) principles, practices and programs.
- Field Project management – working in field environment outreaching with business clients providing business-assistance, assessing their challenges and developing actions plans using a variety of State, County and local economic-development programs and incentives.
- Working one-on-one with businesses assisting with permitting, workforce development, cost-containment, financing, site-selection and development.
- Mitigation and business advocacy- demonstrated ability to resolve business challenges using economic-development tools and creativity working with public agencies and cities.
- Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

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- Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.
- Passion for working with and helping businesses grow in L.A. County economy.
- Familiarity with L.A. County environs and especially the San Fernando Valley economy, industries, and workforce needs and challenges.

Education/Experience:

Fifth year college or university program certificate; or two to four years related experience and/or training; or equivalent combination of education and experience.

Language Ability:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

Math Ability:

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Reasoning Ability:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Computer Skills:

To perform this job successfully, an individual should have knowledge of Word Processing software; Spreadsheet software; Internet software and Contact Management systems.

Certificates and Licenses: N/A

Supervisory Responsibilities: N/A

Work Environment:

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

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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While performing the duties of this Job, the employee is regularly required to talk or hear. The employee is frequently required to sit. The employee is occasionally required to stand; walk; use hands to finger, handle, or feel and reach with hands and arms.

The above job description is not intended to be an all-inclusive list of duties and standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as assigned by their supervisor.

To apply, please send a cover letter and resume to Carrie.Rogers@laedc.org