

LOS ANGELES COUNTY ECONOMIC DEVELOPMENT CORPORATION

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

Summary:

Interfaces with all levels of LAEDC personnel, Executive Committee, Board of Directors, Board of Governors, LAEDC member firms and larger external business community. Plans, develops, and implements strategies and marketing programs by performing the following duties.

Duties

- First point of contact within the region providing hands-on business attraction, retention and expansion, job growth and layoff aversion assistance to companies
- Market and promote LA County and specific region and outreach to targeted key industries and businesses through monthly business visits and in-person consultations
- Assess needs of businesses, develop an action plan of resources to help sustain companies and reduce the loss of businesses and jobs in the region
- Develop a pipeline of business attraction, retention and expansion projects in the region
- Provide Customer Satisfaction Survey from all businesses that participated in business assistance and layoff aversion services, earning a 90% customer satisfaction rate
- Develop and maintain professional relationships with established economic and workforce development partners, regulatory agencies and local government within the region, identifying/matching/utilizing resources as needed to assist in business attraction, retention, expansion and job growth efforts
- Deliver presentations on LAEDC business assistance and layoff aversion services and represent the region at countywide LAEDC and regional economic development organization activities as needed or requested
- Provide compliance level reporting on all business attraction, retention and expansion efforts, contracts, grants, etc. to LAEDC Board of Governors, LA County Board of Supervisors, State, County and City officials and staff
- Utilize LAEDC's database, Salesforce, for tracking services rendered to clients, obtain full information on challenges/issues and how they're being addressed
- Consistently meet goals and objectives
- Ensure 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;

LOS ANGELES COUNTY ECONOMIC DEVELOPMENT CORPORATION

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:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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:

LOS ANGELES COUNTY ECONOMIC DEVELOPMENT CORPORATION

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.

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.