



City of Baltimore Development Corporation (BDC)
Position Title: Director of Knowledge Management
Report To: Vice President, Reach, Analytics & Economic Planning

****IN-PERSON POSITION. NO REMOTE APPLICANTS PLEASE****

OPEN UNTIL FILLED

The Baltimore Development Corporation (BDC) is the economic development agency for the City of Baltimore. Our mission is to grow the city's economy in an inclusive manner by retaining, expanding, and attracting businesses and promoting investment, thereby increasing career opportunities for residents.

BDC is committed to a more equitable economy by supporting minority and women-owned businesses and promoting investment in neighborhoods that have been negatively impacted by institutional racism and/or generational poverty. We develop strategies and facilitate collaboration among our partners to intentionally create an inclusive and equitable economy.

POSITION OVERVIEW

The City of Baltimore Development Corporation (BDC) is seeking a leads BDC's research initiatives, data management systems, and institutional knowledge preservation. This position ensures that organizational learning, best practices, and economic development insights are captured, organized, and accessible to support evidence-based decision making and strategic planning. The Director plays a critical role in supporting the Comprehensive Economic Development Strategy (CEDS) development and management while advancing research that promotes inclusive economic development.

RESPONSIBILITIES

Research and Development

- Lead applied research projects on economic development trends, best practices, and innovation with focus on inclusive growth strategies
- Conduct market research and feasibility studies for strategic initiatives and policy development
- Coordinate with academic institutions and research organizations on collaborative studies
- Develop research methodologies and data collection protocols that center equity and community impact
- Support evaluation and assessment of BDC programs and initiatives
- Conduct research on national best practices in inclusive economic development

Knowledge Systems and Data Management

- Design and maintain organizational knowledge management systems and databases
- Develop protocols for capturing and preserving institutional knowledge across all departments
- Create searchable repositories for reports, studies, and best practice documentation
- Coordinate knowledge sharing across departments and with external partners
- Maintain data quality standards and ensure accessibility of organizational knowledge
- Support data analytics and reporting functions across the organization

CEDS and Strategic Planning Support

- Provide research support for Comprehensive Economic Development Strategy (CEDS) development and management
- Support strategic planning processes with data analysis and research insights
- Coordinate research components of grant applications and funding proposals

- Monitor economic development trends and policy changes that affect Baltimore
- Prepare research briefings and policy analysis for senior leadership

Stakeholder Engagement and Collaboration

- Build partnerships with universities, research institutions, and think tanks
- Coordinate with regional economic development organizations on research initiatives
- Present research findings at conferences, workshops, and professional forums
- Support community engagement in research and planning processes
- Facilitate knowledge sharing with other economic development practitioners

Team Leadership and Development

- Recruit, hire, develop, and retain high-performing research and knowledge management staff
- Provide regular coaching, feedback, and performance evaluations for direct reports
- Foster a collaborative, innovative, and results-oriented team culture
- Ensure team members have the resources, training, and support needed to excel

KNOWLEDGE, SKILLS, AND ABILITIES

- Microsoft Office Suite: Advanced proficiency in Microsoft Excel, Word, and PowerPoint
- Knowledge of statistical software, database management systems, and research methodologies
- Strong analytical and critical thinking capabilities
- Collaborative approach to research and knowledge sharing
- Understanding of equity principles and inclusive research practices

REQUIRED QUALIFICATIONS

- A Master's degree in Urban Planning, Public Policy, Economics, Information Science, or a related field is required; a PhD is preferred
- A minimum of 7 years of professional experience in research, data management, or knowledge management
- Strong analytical and research methodology skills with experience in quantitative and qualitative research
- Experience with database design, content management systems, and information architecture
- Demonstrated experience with strategic planning and policy development
- Exceptional written and verbal communication skills

OFFICE ENVIRONMENT REQUIREMENTS

- Workplace Setting: The position requires presence in an office setting, employees are scheduled to work a 7.5-hour workday Monday through Friday, providing a total of 37.5 hours per work week. The BDC 7.5-hour workday plus one hour for lunch, begins between 7:00 am – 9:00 am and ends between 3:30 pm – 5:30 pm. Flexibility for occasional extended hours or weekend work may be required.
- Equipment Use: Proficiency in using standard office equipment such as computers, printers, copiers, and telecommunication devices is essential.
- Rare evening and weekend work for special events and Board meetings.
- Some travel within the Baltimore metropolitan area for community events and stakeholder meetings.
- BDC's offices are located at 36 S. Charles on the 21st and 20th floors and are accessed via elevators and emergency stairs.

PHYSICAL REQUIREMENTS

- Mobility: The position requires the ability to sit for extended periods, stand, and walk, including occasionally moving between different locations within the office and offsite.

- Manual Dexterity: Must be able to use hands and fingers to operate office equipment, handle documents, and perform data entry.
- Lifting: Occasionally required to lift and move objects weighing up to 20 pounds.
- Vision and Hearing: Adequate vision and hearing are necessary for reading documents, using a computer, and communicating with others in person and via telecommunication devices.

DRESS CODE

- Professional Attire: The candidate is expected to adhere to a professional dress code that reflects the organization's standards and presents a neat, clean, and business-like appearance.
- Meetings and Events: For meetings with public officials, community leaders, or external partners, business formal attire may be required.
- Casual Days: On designated casual days, business casual attire is acceptable, provided it maintains a professional and respectful appearance.

SALARY AND BENEFITS

This is a salaried, benefited, at-will position, and work is performed as required to complete project priorities and may require extended hours beyond a conventional work week, including evening meetings.

Salary will be commensurate with experience and qualifications. BDC also offers a full package of benefits including paid sick, personal, and vacation leave; subsidized medical/dental with Health Savings Account; 403(b) retirement with employer matching; parking/transit subsidy; mobile phone reimbursement; and other benefits. We do NOT cover relocation expenses.

The starting salary range for the Director, Knowledge Management \$80,000 - \$115,000, commensurate with experience.

APPLICATION AND SELECTION PROCESS

Candidates should submit a cover letter and resume via email to Shantel McLaughlin at smclaughlin@BaltimoreDevelopment.com, subject line of the email to indicate "Director_KM."

Candidates can also learn about us by visiting our website at baltimoredevelopment.com and baltimoretogether.com. No Phone Calls Please. Only applicants scheduled for interviews will be contacted.

EQUAL OPPORTUNITY EMPLOYMENT

BDC is an Equal Opportunity Employer committed to a more equitable economy through employment, supporting minority and women-owned businesses and promoting investment in neighborhoods that have been negatively impacted by institutional racism and/or generational poverty. We develop strategies and facilitate collaboration among our partners to intentionally create an inclusive and equitable economy. BDC does not and shall not discriminate based on race, color, religion (creed), gender, gender expression, age, national origin (ancestry), disability, marital status, sexual orientation, or military status, in any of its activities or operations.