



**City of Baltimore Development Corporation (BDC)**

**Position Title: Operations Coordinator**

**Report To: Director of Operations**

**Number of Position: Five (5) Operations Coordinators**

**\*\*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 Operations Coordinator serves as a key operational support professional ensuring efficient and effective service delivery for entrepreneurs and businesses from historically underserved communities. This position operationalizes BDC's mission to remove barriers for historically underserved entrepreneurs while supporting daily operations, business community partnerships, and performance management initiatives. The Operations Coordinator provides direct support to business clients, coordinates cross-departmental activities, and ensures all operational processes align with BDC's inclusive economic development goals. \*\*Each Operations Coordinator is assigned to support one of the five senior divisions: Finance and Administration, Strategy & Knowledge Management, Technology & Innovation, Business Development, or Economic Development & Community Investment. \*\*

## **RESPONSIBILITIES**

### **Business Client Support and Service Delivery**

- Serve as primary point of contact for businesses and entrepreneurs seeking BDC services, with specialized focus on historically underserved business owners.
- Conduct initial intake assessments for new business clients, ensuring culturally competent and barrier-free service delivery.
- Coordinate business support services across multiple BDC divisions including lending, technical assistance, real estate, and business development.
- Maintain comprehensive client records in CRM system, ensuring data accuracy and regular follow-up with supported businesses.
- Provide navigation assistance connecting historically underserved entrepreneurs to appropriate BDC programs and external resources.
- Facilitate business workshops, networking events, and educational programming specifically designed for historically underserved communities.

### **Executive Administrative Support**

- Provide direct administrative support to assigned Senior Vice President including calendar management, meeting scheduling, and travel coordination.
- Prepare meeting materials, agendas, and briefing documents for Senior Vice President meetings and presentations.
- Manage Senior Vice President correspondence including drafting routine communications and coordinating responses.

- Coordinate Senior Vice President participation in internal meetings, external events, and stakeholder engagements.
- Maintain confidential files and handle sensitive information with discretion and professionalism.
- Support Senior Vice President with project coordination, deadline tracking, and deliverable management.

#### **Divisional Support Coordination**

- Provide dedicated operational support to assigned division: Finance and Administration, Strategy & Knowledge Management, Technology & Innovation, Business Development, or Economic Development & Community Investment.
- Coordinate divisional activities including project management, meeting coordination, and deliverable tracking.
- Support divisional leadership with research assistance and stakeholder communication coordination.
- Facilitate coordination between assigned division and other BDC departments.
- Assist with divisional program implementation, event coordination, and performance tracking.

#### **Administrative Operations Support**

- Implement and maintain standard operating procedures ensuring consistent, high-quality service delivery.
- Support performance management system implementation including data collection, analysis, and reporting.
- Coordinate business community engagement activities including stakeholder meetings, public events, and partnership development.
- Assist with compliance and risk management processes, ensuring adherence to organizational policies and procedures.
- Maintain organized filing systems, both physical and digital, supporting departmental and organizational knowledge management initiatives.

#### **Business Community Partnership Development**

- Build and maintain relationships with business associations, chambers of commerce, and professional organizations serving historically underserved business communities.
- Coordinate partnership activities and collaborative programming with business community organizations.
- Support business community engagement protocols ensuring authentic participation in economic development planning.
- Facilitate communication between BDC leadership and business community stakeholders.
- Assist with organizing business community meetings, forums, and feedback sessions.

#### **Data Management and Reporting**

- Support the maintenance of accurate and up-to-date records in CRM system, supporting goal to track meaningful portion of city's 14,000+ businesses.
- Collect and analyze performance data supporting organizational KPIs and community impact measurement.
- Prepare regular reports on business client progress, program participation, and community engagement activities.
- Support data-driven decision making through comprehensive record keeping and analysis.
- Ensure data privacy and confidentiality in accordance with organizational policies.

#### **Program Implementation Support**

- Support implementation of new programs and initiatives.
- Coordinate logistics for business development programming including Made in Baltimore, tourism promotion, and creative industries support.

### **REQUIRED QUALIFICATIONS**

- Bachelor's degree in Business Administration, Public Administration, Communications, Community Development, or related field
- Minimum 3 years' experience in business support, community development, customer service, or related operational role
- Demonstrated experience working with historically underserved communities or minority-owned businesses
- Strong written and verbal communication skills with ability to communicate effectively across diverse communities
- Proficiency with CRM systems, database management, and Microsoft Office Suite
- Cultural competency and understanding of barriers facing historically underserved entrepreneurs
- Ability to manage multiple priorities and projects simultaneously in fast-paced environment

### **PREFERRED QUALIFICATIONS**

- Experience with economic development programming or small business technical assistance
- Knowledge of Baltimore's business community and historically underserved neighborhoods
- Experience with community organizing, partnership development, or stakeholder engagement
- Bilingual capabilities (Spanish, Arabic, or other languages prevalent in Baltimore communities)
- Experience with performance management systems and data analysis
- Understanding of compliance and risk management processes
- Previous experience working in government, quasi-public, or community development organizations

### **KEY PERFORMANCE INDICATORS**

- Maintain client satisfaction rating of 90% or higher from historically underserved business clients
- Ensure 95% accuracy in CRM data entry and client record maintenance
- Support achievement of department goal to track 5,000+ city businesses in CRM system (significant increase from current <1,000)
- Coordinate successful completion of assigned divisional projects and support activities on schedule
- Support business community engagement activities facilitating meaningful business stakeholder participation
- Maintain 100% compliance with organizational policies and procedures
- Support achievement of organizational KPIs including business creation, lending targets, and business community impact metrics

### **WORKING CONDITIONS AND ENVIRONMENT**

- Coverage of reception area in addition to standard cubicle placement
- Standard office environment with occasional business community-based activities and events
- Regular interaction with diverse business owners, community leaders, and organizational stakeholders
- Some evening and weekend work required for community events and business programming
- Travel within Baltimore City for community meetings, business visits, and partnership activities
- Collaborative work environment requiring strong teamwork and communication skills

### **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.

The starting salary range for the Operations Coordinator is \$40,000 - \$60,000, commensurate with experience.

### **APPLICATION AND SELECTION PROCESS**

Candidates should submit a cover letter and resume via email to Shantel McLaughlin at [smclaughlin@BaltimoreDevelopment.com](mailto:smclaughlin@BaltimoreDevelopment.com), subject line of the email to indicate "Operations Coordinator."

Candidates can also learn about us by visiting our website at [baltimoredevelopment.com](http://baltimoredevelopment.com) and [baltimoretogether.com](http://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.