



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

**Position Title:** Operations Coordinator

**Reporting to:** Director of Operations

**Number of Position:** Four (4) 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 four senior divisions: 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: 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 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 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 transferred from Mayor's Office including Small Business Resource Center and MainStreet Program operations.
- Assist with EBDI Implementation coordination and community development activities.
- Coordinate logistics for business development programming including Made in Baltimore, tourism promotion, and creative industries support.
- Support technology and innovation programming including Emerging Technology Center coordination.
- Assist with economic development activities including commercial real estate projects and anti-displacement initiatives.

### **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.

### **OFFICE ENVIRONMENT REQUIREMENTS**

- Standard office environment with occasional 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.

### **ORGANIZATIONAL VALUES AND CULTURE**

This position requires commitment to BDC's mission of building business ownership and economic empowerment for historically underserved communities. The successful candidate will demonstrate cultural competency, authentic community engagement, and dedication to eliminating barriers that prevent entrepreneurs from historically underserved backgrounds from accessing economic opportunities.

The Operations Coordinator role is essential to BDC's transformation into a national model for inclusive economic development, requiring both operational excellence and deep commitment to community-centered economic development approaches.

### **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. **BDC does NOT cover relocation expenses.**

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The starting salary range for the Operations Coordinator is \$50,000 - \$70,000, commensurate with experience.

### **APPLICATION AND SELECTION PROCESS**

Candidates should submit a cover letter and resume via email to 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 <https://baltimoredevelopment.com> and <https://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.