



City of Baltimore Development Corporation (BDC)

Position Title: Manager, Strategic Operations & Events

Reporting to: Senior Vice President & Chief Business Development Officer

FLSA Status: Exempt

****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 Baltimore Development Corporation (BDC) is seeking a highly organized, proactive, and execution-focused professional to serve as Manager, Strategic Operations & Events within the Business Development, Brand & Communications Division.

This role is a critical operational partner to the Senior Vice President and Division leadership team, responsible for ensuring seamless coordination of strategic initiatives, high-impact events, and day-to-day operational execution. The Manager will serve as a central point of coordination across business development, marketing, communications, and Made in Baltimore efforts—ensuring alignment, accountability, and follow-through across multiple workstreams.

This position requires a detail-oriented, solutions-driven professional who thrives in a fast-paced environment and can manage competing priorities while maintaining a high standard of professionalism and execution.

RESPONSIBILITIES

Strategic Operations & Executive Support

- Provide high-level operational support to the SVP, including calendar coordination, meeting preparation, and follow-up tracking
- Coordinate internal workflows and ensure alignment across division priorities and initiatives
- Prepare briefing materials, agendas, and summaries for internal and external meetings
- Track key deliverables and ensure timely execution across multiple projects

Event & Experiential Management

- Lead planning and execution of BDC-led events, activations, and convenings, including conferences, stakeholder engagements, and community-based initiatives

- Develop and manage event timelines, run-of-show documents, and logistics plans
- Coordinate with vendors, venues, and internal teams to ensure successful event delivery
- Oversee on-site execution and troubleshoot issues in real time to ensure a seamless experience

Project & Workflow Coordination

- Maintain visibility across division projects, ensuring progress, accountability, and timely completion
- Coordinate with team members to ensure consistent updates to project trackers and reporting tools
- Support implementation and adherence to standardized processes, tools, and workflows
- Assist in aligning division activities with broader BDC priorities and timelines

Vendor & Administrative Coordination

- Support procurement and vendor coordination, including tracking contracts, deliverables, and invoices
- Ensure timely submission and organization of required documentation (e.g., W9s, invoices, agreements)
- Assist with budget tracking and expense coordination for events and initiatives

Internal Coordination & Communications

- Serve as a liaison across Business Development, Brand & Communications, and Made in Baltimore teams
- Coordinate meetings, communications, and follow-ups across internal stakeholders
- Support the development and reinforcement of division “Ways of Working” and operational best practices

KNOWLEDGE, SKILLS, AND ABILITIES

- Strong organizational and project management skills with exceptional attention to detail
- Ability to manage multiple priorities and deadlines simultaneously
- Excellent written and verbal communication skills
- Strong interpersonal skills with the ability to work effectively across teams and with senior leadership
- Proactive problem-solving mindset with the ability to anticipate needs and take initiative
- Proficiency in Microsoft Office and Google Workspace; experience with project management platforms (e.g., Wrike) preferred

REQUIRED QUALIFICATIONS

- Bachelor’s degree in Marketing, Data Analytics, Communications, or related field.
- Minimum 5–7 years of experience in digital marketing, analytics, or media planning.
- Experience using digital dashboards and CRM tools for data management.
- Demonstrated success in developing and optimizing integrated marketing campaigns.
- Experience within civic, nonprofit, or government organizations is a plus.

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 & 20th floors and are accessed via elevators and emergency stairs.**
- **This role operates in a fast-paced, collaborative environment with frequent coordination across teams and stakeholders**
- **Occasional evening and weekend work may be required to support events and activations**
- **In-person presence required for key meetings, events, and operational needs**

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 off-site.
- **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.

Compensation

- Salary range commensurate with experience and aligned with BDC compensation structure

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 indicating “Manager, Strategic Operations & Events.”

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.

About Baltimore Development Corporation (BDC)

The Baltimore Development Corporation is the City of Baltimore's economic development agency, dedicated to growing and strengthening Baltimore's economy. BDC works to attract, retain, and expand businesses; support small business development; and promote equitable economic growth across all neighborhoods.

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.