



City of Baltimore Development Corporation (BDC)

Position Title: Senior Operations Coordinator – Office of the President & CEO

Report To: Chief of Staff

****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 Senior Operations Coordinator for the Office of the President & CEO serves as the primary administrative and operational backbone of BDC's executive suite. This position provides high-level support to the President & CEO and the two Executive Vice Presidents (EVP/Chief Financial and Operating Officer and EVP/Chief Economic Development Officer), staffs the agency's reception desk as the first point of contact for all visitors, and ensures the seamless day-to-day operations of the Office of the President.

As the face of BDC for guests, partners, elected officials, business leaders, and members of the public, the Senior Operations Coordinator embodies the agency's commitment to inclusive economic development through warm, professional, and culturally competent service. The position requires exceptional discretion, judgment, and the ability to manage competing executive priorities in a fast-paced environment serving Baltimore's diverse business community.

RESPONSIBILITIES

Reception Desk Coverage and Front Office Management

- Staff BDC's reception desk during all standard business hours, serving as the first point of contact and the welcoming face of the agency for visitors, business clients, partners, elected officials, and members of the public.
- Greet all guests warmly and professionally, ensuring a culturally competent and barrier-free experience that reflects BDC's commitment to historically underserved communities.
- Manage the visitor sign-in process, issue visitor credentials, notify host staff of arrivals, and escort visitors to meeting rooms or executive offices as appropriate.
- Answer the main BDC phone line, screen and route calls with discretion, take detailed messages, and respond to general inquiries about the agency's programs and services.
- Receive, sort, and distribute incoming mail, packages, and deliveries; coordinate outgoing mail and courier services.

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- Maintain the reception area and adjacent guest spaces in a neat, professional, and welcoming condition at all times, including refreshment stations for executive meetings.
- Coordinate coverage of the reception desk during scheduled breaks, lunch periods, and approved time off, partnering with other Operations Coordinators across the agency.
- Monitor and enforce front-office security and access protocols in coordination with building management and BDC operations leadership.

Executive Support to the President & CEO

- Provide responsive administrative support to the President & CEO in coordination with, and at the direction of, the Senior Executive Assistant.
- Assist with calendar management, meeting preparation, and travel logistics for the President & CEO, including itineraries, briefing materials, and expense documentation.
- Prepare, format, proofread, and finalize correspondence, memoranda, briefing decks, and other deliverables originating from the Office of the President.
- Support coordination of the President & CEO's engagements with the Mayor's Office, City agencies, the BDC Board of Directors, philanthropic partners, and the broader business community.
- Maintain confidential files and handle sensitive personnel, financial, and strategic information with the highest level of discretion.

Executive Support to the Executive Vice Presidents

- Provide direct administrative support to both the Executive Vice Presidents, including calendar management, meeting scheduling, and travel coordination.
- Prepare meeting materials, agendas, and briefing documents for EVP-led meetings, including senior leadership team meetings, finance and audit committee preparation, and operational reviews.
- Manage EVPs' correspondence, including drafting routine communications, tracking action items, and coordinating timely responses.
- Coordinate EVPs' participation in internal meetings, external events, board engagements, and stakeholder convenings.
- Support the EVPs with project coordination, deadline tracking, and deliverable management across finance, administration, human resources, and operations workstreams.
- Balance and triage competing requests across the President & CEO and the two EVPs, escalating priority conflicts to the Senior Executive Assistant for resolution.

Office of the President Operations and Coordination

- Coordinate logistics for Office of the President convenings, including senior leadership team meetings, board committee meetings, executive retreats, and external receptions hosted by the President & CEO.
- Implement and maintain standard operating procedures for the Office of the President, ensuring consistent, high-quality service delivery and seamless executive operations.

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- Coordinate cross-divisional information flow between the Office of the President and BDC's five operating divisions: Finance and Administration; Strategy & Knowledge Management; Technology & Innovation; Business Development; and Economic Development & Community Investment.
- Maintain organized physical and digital filing systems for the Office of the President, supporting institutional knowledge management and records retention requirements.
- Assist with onboarding logistics for executive-level visitors, candidates, and new senior hires reporting into the Office of the President.

Stakeholder and Board Coordination Support

- Support coordination of BDC Board of Directors meetings, including logistics, materials assembly, RSVP tracking, and meeting day operations in partnership with the Senior Executive Assistant and Chief of Staff function.
- Maintain accurate contact records for board members, elected officials, City partners, philanthropic funders, and other key stakeholders engaged by the Office of the President.
- Facilitate professional, timely communication between the Office of the President and external stakeholders, ensuring all inquiries are acknowledged and routed appropriately.

Administrative Operations and Compliance

- Assist with procurement, expense reporting, and vendor coordination for the Office of the President in accordance with BDC's procurement standard operating procedures.
- Support compliance and risk management processes, ensuring adherence to organizational policies, public records obligations, and applicable City and State requirements.
- Maintain accurate records in BDC's CRM and internal systems for visitors, contacts, and engagements flowing through the Office of the President.
- Ensure data privacy and confidentiality in accordance with organizational policies.

Special Projects and Initiative Support

- Provide logistical and administrative support on priority initiatives led by the Office of the President, which may include Downtown RISE, the Baltimore Vibrancy Restoration Initiative (BVRI), the Comprehensive Economic Development Strategy (CEDS), and the City-Wide Affordable Housing TIF.
- Assist with coordination of executive testimony, public appearances, and high-visibility convenings hosted or attended by the President & CEO and the EVPs.
- Perform other duties as assigned in support of the Office of the President and BDC's inclusive economic development mission.

REQUIRED QUALIFICATIONS

- Associate's or Bachelor's degree in Business Administration, Public Administration, Communications, or related field; equivalent professional experience may substitute for the degree
- Minimum 3 years' experience providing administrative, executive, or front-office support, preferably in a senior leadership, government, quasi-public, or nonprofit setting
- Demonstrated experience staffing a reception desk, switchboard, or front-of-house function in a professional environment

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- Strong written and verbal communication skills with ability to communicate effectively across diverse communities and with senior executives, public officials, and external stakeholders
- Proficiency with Microsoft Office Suite (Outlook, Word, Excel, PowerPoint, Teams), CRM and database tools, and standard office technology
- Cultural competency and understanding of barriers facing historically underserved entrepreneurs and communities
- Exceptional discretion, judgment, and ability to handle confidential information
- Ability to manage multiple priorities and projects simultaneously in a fast-paced executive environment

PREFERRED QUALIFICATIONS

- Experience supporting a C-suite executive, elected official, or agency head
- Experience supporting a board of directors or governance body
- Knowledge of Baltimore’s business community, City government structure, and historically underserved neighborhoods
- Bilingual capabilities (Spanish, Arabic, or other languages prevalent in Baltimore communities)
- Previous experience working in government, quasi-public, or community development organizations
- Familiarity with public records, open meetings, and procurement requirements applicable to quasi-public entities

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.

PHYSICAL REQUIREMENTS

- Mobility: The position requires the ability to sit at the reception desk 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, including mail and meeting materials, 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.

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DRESS CODE

- Professional Attire: As the first point of contact for BDC visitors, the Operations Coordinator 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, board members, 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 priorities of the Office of the President and may require extended hours beyond a conventional work week, including occasional evening meetings and early-morning board engagements.

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 Senior Operations Coordinator – Office of the President & CEO is \$55,000 – \$75,000, 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 “Sr. Operations Coordinator_Office of the President.”

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.