

## **Business Retention and Expansion Program Manager**

### ***About Albuquerque Economic Development, Inc.:***

*AED is a private, nonprofit organization serving as an umbrella organization to promote investment in Bernalillo, Sandoval, Torrance and Valencia counties. Its mission is to lead and execute strategies designed to grow and diversify the economic base of the greater Albuquerque region, creating a prosperous, diverse and inclusive economy and elevating the standard of living for all. Since 1960, AED has been a highly respected and driving force in the region.*

### **Summary:**

The Business Retention and Expansion (BRE) Program Manager will facilitate business investment and job creation through a data-driven process. This role manages, coordinates and implements programs and projects that support the retention and expansion of local firms within the Albuquerque region, with a focus on those in target growth or at-risk industries. It will also assist with commercial, office, and industrial development as it pertains to business retention and expansion; coordinating data analysis and research activities of the organization; and supporting the attraction and retention of domestic and international businesses. The BRE Program Manager administers AED's business retention and expansion effort, including surveying area businesses, following up with appropriate parties on the survey responses, and creating market intelligence reports as a result of those efforts that inform future strategic competitiveness initiatives. To be successful in this role one must build and maintain strong relationships with business and community leaders, the commercial real estate development community, and public sector partners.

### **Responsibilities Include:**

- Focusing on business retention and expansion efforts on behalf of all target industry sectors as identified in the AED Strategic Plan
- Aiding companies and developers with navigating state and regional job training and incentive program opportunities available to existing local firms
- Implementing Business Retention and Expansion survey and company visitation program, providing on-going support and services to corporate officials and uncovering potential projects from company visits
- Responding to requests for information, conducting research, financial modeling and tax incentive analyses
- Updating and maintaining customer relationship management (CRM) database on current and target local businesses for outreach as well as related projects and BRE visits and

outcomes, creating and proactively providing up to date reports on progress to senior leadership

- Maintaining detailed, accurate understanding of business ecosystem and all players including for-profit, non-profit, federal, state, local government resources
- Managing special project assignments and collaborating with other team members to support overlapping/aligned goals related to business solutions including workforce, innovation partnerships, startup assistance, ecosystem mapping and key business wins
- Assisting on or leading the planning and execution of events, market visits and trade shows (in person or virtual)
- Assisting with or overseeing the planning and implementation of relevant task force or committee meetings of the board, membership or other verticals

#### **Desired Skills:**

- The ability and desire to review complex documents, contracts and incentives proposals while driving job creation and economic impact in the region
- Demonstrated strong research, data analysis, and data interpretation skills
- Strong customer service, presentation and relationship management skills
- Ability to juggle multiple projects and meet tight deadlines
- An understanding of business principles with an entrepreneurial mindset, including finances, supply chain, sales, marketing, real estate, procurement, workforce development, strategic business planning, commercial lending practices, and non-banking alternative forms of financing, marketing and sales, and real estate transactions
- The ability to utilize software including Geographic Information System (GIS) mapping software and databases to provide business intelligence and location information to local business
- Working knowledge of web design and social media tools, as well as Constant Contact, to oversee a digital business retention and expansion campaign

#### **Benefits:**

Competitive salary and healthcare benefits, 401(k), on-site gym access, paid parking

#### **Job Type:**

- Full-time

#### **Experience Needed:**



- BA/BS degree In a relevant field or combined with relevant on the job experience
- Strong computer skills, proficient in the MS Office suite of products as well as a working knowledge of a CRM system
- Three to five years progressively responsible work experience or management of projects and programs in economic development, redevelopment, commercial real estate development, banking, financial planning, business assistance and service, chamber of commerce, government, public facility or infrastructure development, public and/or private finance, or workforce development

**To apply:**

- Please submit cover letter and resume to Beverly Cruz at [bcruz@abq.org](mailto:bcruz@abq.org).

