

## ECONOMIC DEVELOPMENT MANAGER

This is management level work in promoting the development of quality and balanced industrial growth in North Carolina. Positions provide a leadership and supervisory role for industrial recruitment/expansion or international exporting efforts across the State. Positions function minimally as "journeyman" economic developers with a proven ability to manage multiple projects across a variety of industries. Providing technical assistance and coaching is an essential function at the Economic Development Manager level. Ranking of project complexity and delegation of project workload is also performed. The continuous evaluation and development of staff is critical in meeting unit mission statements and overall division objectives. Within the career-banding concept, positions function as Managers or Directors based on level of competencies developed and organizational placement of position.

### Core Competencies

Knowledge of Resources - Provides technical guidance and information to insure staff's development of project resources. Provides direction on the use of new resources available to develop the most attractive packages for prospective companies. Knowledge spans across Federal, State, and local governmental programs, private contacts, and Departmental contacts.

Knowledge of Business Practices - Monitors, evaluates, and expands staff's knowledge of business theory to establish rapport with clients. Empowers project leaders to provide clients with specific information pertaining to incentives, grants, and funding sources.

Knowledge of Industry Types, Geography, and Labor Supply - Utilizes statewide geographical trends to insure effective placement of specific industries within regions. This will provide the industry with a trained/trainable workforce.

Teamwork - Effectively establishes and maintains rapport with all project contacts. Provides leadership to insure that project objectives are accomplished.

Customer Service - Reviews project manager's ability to assess the business needs of clients. Provides direction to staff to insure clients' concerns/questions are addressed in a timely fashion. Facilitates a proactive approach to providing pertinent information to clients.

Information Management and Analysis - Competently manipulates a variety of software applications in order to manage economic development data. Analyzes data and compiles reports in order to provide a statistical representation of the State's attributes.

Planning and Organization - Effectively coordinates the delegation of project workload. Determines recruitment strategies to mirror the goals and objectives set forth by the Secretary of Commerce.

Supervision - Effectively conveys technical guidance to Economic Development staff to insure efficient project coordination. Delegates projects based on scope and complexity of project, workload of staff members, type of industry involved, and the continual assessment of each staff member in terms of past experience/success.

Leadership - Ensures that staff understand and fulfill their job responsibilities, counsels and involves them in decision-making and delegation of work, and empowers them to meet organizational goals.

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Minimum Training and Experience

Graduation from a four-year college or university and four years of economic development and industrial recruitment experience, including at least one year of experience in a management capacity. A degree in business administration or related field is desired. A Master's degree in business administration may be substituted based on the credit hours successfully completed. Business administration experience may be substituted for a college degree on a year for year basis in cases where the most recent years of experience indicates professional level skill attainment. A foreign language skill may be required for positions that focus on international trade or international development.

Special Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.