

# City of Sugar Hill

**Title:** Downtown Development Coordinator  
**Status:** Full-Time  
**Reports To:** Economic Development Director

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## **Job Summary**

This position is responsible for support of downtown businesses, including tenants in the E Center and Suite Spot, as well as innovative projects, programming, events, trainings, and relationship building to encourage entrepreneurship, economic development, and community engagement. The Downtown Development Coordinator will provide support to the Economic Development Director, Downtown Development Authority (DDA), and city administration by promoting existing downtown businesses; encouraging entrepreneurship, redevelopment and new development; and creating opportunities for business owners and community members to come together for unique, creative, meaningful, and engaging experiences in downtown Sugar Hill.

## **Typical Duties and Expectations**

### *Suite Spot Management*

- Manage all aspects of operations within the Suite Spot; recruit new members and tenants; discernment and decision-making regarding member businesses and industries, and preparation of plans for long-term growth of the Suite Spot as a business incubator
- Provide tours and manage leasing and membership process within the Suite Spot from sign-up to separation; administer tenant and member management program including collection of fees and lease payments
- Resolve support requests from members and tenants; provide ongoing proactive communication and respond to questions, concerns, and ideas
- Manage the physical space of the Suite Spot including building access and supply of needed resources
- Coordinate member and tenant requests for use of conference rooms or other reserved space in a way that is equitable and appropriate
- Serve as active liaison between Suite Spot tenants and members and the Economic Development Director, city staff, and Downtown Development Authority; effective and appropriate communication of concerns, requests, ideas, and suggestions

- Provide monthly report to the Downtown Development Authority reflecting membership levels, operations, and any other relevant information; additional reports to DDA as needed
- Provide monthly financial report to Finance Director reflecting rent payments and fees collected; additional financial reports as needed
- Establish and leverage strong relationships with relevant partners including the University of Georgia Small Business Development Center, Gwinnett Chamber of Commerce, U.S. Small Business Administration, SCORE, and others
- Design, schedule, coordinate, and execute comprehensive slate of programming to support Suite Spot members and tenants (and other business owners as appropriate) through partnership with related organizations and professionals within the field

#### *E Center*

- Manage all E Center leases and rental agreements including payment tracking, communication regarding monthly payments as well as annually-adjusted CAM charges, and coordination with Finance Director
- Communicate regularly with tenants of the E Center and provide support as necessary

#### *Downtown Engagement*

- Promote a positive ambient experience for downtown guests and business owners through collaborative work with other Economic Development staff to plan events, experiences, and details in downtown that create a “Main Street” experience in downtown Sugar Hill; engage business owners as partners and sponsors
- Work collaboratively with events staff to plan, coordinate, and execute a variety of downtown and community events, cultural programming, and creative experiences
- Exercise independent judgment within broad policy guidelines; evaluate and analyze issues, and recommend and implement solutions; provide leadership, direction and guidance in strategies, policy development and priorities related to downtown development; manage workflow to meet deadlines.
- Provide staff assistance to city supported boards and community groups in the form of strategic planning support and meeting management. Serves as city staff representative and coordinator for city-supported entities in balance with other Economic Development staff and as discussed with and assigned by Economic Development Director.
- Provide general assistance to Economic Development Director, Downtown Development Authority, other city leaders, and economic development team members.
- Performs other related duties as assigned.

## **Knowledge Required**

- Knowledge of current principles, techniques, and objectives of downtown development, small business support, and community engagement; and legal, ethical and professional rules of conduct for public sector employees.
- Strong understanding of business principles including lease administration, management of professional space, and entrepreneurship.
- Knowledge of local government financial principles, standards, and regulations.
- Skill in communicating clearly and concisely, orally and in writing.
- Knowledge of computers and job-related software, including spreadsheets and databases.
- Creative approach to programming to create impactful experiences that build community and support business development
- Skill in preparing reports and communicating information clearly and effectively.
- Skill in researching complex issues and forming appropriate opinions.
- Skill in managing and prioritizing multiple projects.
- Skill in establishing, nurturing and maintaining effective working relations with department heads, city employees, community organizations, state and regional agencies, and the general public.
- Experience in local government highly valued.

## **Supervisory Controls**

This position is under the direct supervision of the Economic Development Director who assigns work in terms of very general instructions and spot-checks completed work for compliance with procedures and the nature and propriety of the final results. The management skills and responsibilities necessary for this position warrants FLSA-exempt classification.

## **Guidelines**

Guidelines include health department regulations, city ordinances, and city policies and procedures. These guidelines require judgment, selection and interpretation in application.

## **Complexity/Scope of Work**

The work consists of duties related to supporting downtown businesses, entrepreneurs, and the overarching goals of the Economic Development department. Multiple demands and time constraints contribute to the complexity of the work. Successful performance contributes to a strong downtown business environment, community and economic development, and unique downtown experiences.

## **Personal Contacts**

Contacts are typically with co-workers, events staff, business owners, entrepreneurs, vendors, sponsors, elected and appointed officials, the general public and state agencies. Contacts are typically to give and exchange information, motivate persons, negotiate matters, solve problems and provide services.

## **Physical Demands/Work Environment**

The work environment is typically performed while sitting at a desk or table while intermittently sitting, standing, stooping, bending, crouching or walking. The employee occasionally lifts light objects, climbs ladders, uses tools or equipment requiring a high degree of dexterity and distinguishes between shades of color and utilizes the sense of smell.

The work is typically performed in an office and outdoors, occasionally in hot/cold or inclement weather and occasionally for long periods of time.

## **Supervisory and Management Responsibility**

Manages membership and programming of the Suite Spot to support entrepreneurial growth and achieve strategic goals for business incubation.

Directs programming and trainings to support local small businesses development.

Manages lease administration for the E Center and Suite Spot including collection of payments and related financial and administrative reporting.

Serves as City staff representative and coordinator for city supported entities in balance with other Economic Development staff and as discussed with and assigned by Economic Development Director. May manage elements of scheduling, structure, and functions of community groups supported.

## **Minimum Qualifications**

Knowledge and level of competency commonly associated with the completion of a baccalaureate degree in a course of study related to business, entrepreneurship, public administration, economic development, planning, or a related field.

Experience sufficient to thoroughly understand and implement the work of the position and to be able to answer questions and resolve problems, usually associated with three (3) to five (5) years of experience or service or comparable combination of skills and education.

Possession of a valid driver's license issued by the State of Georgia.

Ability to successfully pass a background check and drug test.