

HCSC

HARVARD COMMUNITY SERVICES CENTER

18240 Harvard Avenue, Cleveland, Ohio 44128 • (216) 991-8585 / Fax (216) 991-3818



2023 - 2024 OFFICERS
Leonard Young, President; Barbara Williams Bennett, Vice President
Ulysses Glen, Secretary; Ralph Burton, Treasurer
Rev. Mel Kendall McCray, Past President * Elaine Gohlstin, President/CEO
www.harvardcommunitycenter.org



POSITION DESCRIPTION

TITLE: Economic Development Manager
STATUS: FULL-TIME
REPORTS TO: Director of Community Development

THE ORGANIZATION

The mission of the Harvard Community Services Center (HCSC) is to improve the quality of life and social functioning of residents in the Lee-Harvard, Miles, and Seville areas. We endeavor to provide a place where the community can engage in positive leisure, cultural, and educational experiences that continue to uplift our community and our neighbors.

SUMMARY OF POSITION

The HCSC seeks a highly motivated and entrepreneurial Economic Development Manager who will play a key role in building and sustaining the HCSC community and economic development goals within its service area. The ideal candidate will have a strong background in relationship management and business support ecosystems which they will leverage to create economic opportunity, mobility, and choice for the Lee-Harvard community small business owners and entrepreneurs.

Under the leadership and direction of the Director of Community Development, the Economic Development Manager will lead in business support ecosystems using tools that will lay the foundation for transformative, economic growth within the Lee-Harvard community. The Manager will foster and maintain relationships with small storefront and home-based business owners, entrepreneurs, and community stakeholders to gather both qualitative and quantitative data via small business and community surveys, in-person site visits, and community-level research. Together, the HCSC community and economic development team will further support holistic neighborhood growth by leveraging key partnerships with current collaborators including, but not limited to, Cleveland Neighborhood Progress, Cleveland SCORE, and the City of Cleveland's Economic Development Department to attract, retain, and expand businesses within the Lee-Harvard service area.

Certificate of Accreditation, United Neighborhood Centers of America, Inc.
EX-OFFICIO: Juanita Brent, Joseph T. Jones
HONORARY MEMBER: Carole E. Hoover
FOUNDER: Rubie J. McCullough (Deceased)

An Equal Opportunity Employer



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KEY RESPONSIBILITIES:

ECONOMIC DEVELOPMENT

- Responsible for attending to the needs of neighborhood businesses by leading neighborhood-level business retention, expansion, and start-up initiatives
- Work with collaborating organizations (Cleveland SCORE and Cleveland Neighborhood Progress) and the City of Cleveland to support HCSC small businesses through the implementation of the center's neighborhood small business support system
- Research, compile, organize, and interpret neighborhood-level data and demographic information
- Build and maintain a service area map and robust database of small mercantile information within the HCSC service area
- Develop and maintain HCSC Small Business Resources Packets for new and existing businesses within the HCSC service area
- Work with neighborhood businesses to identify key resources and funding to support small business development
- Stay abreast of city, county, state, and federal small business and economic development programs and initiatives
- Proactively seek out and attend recommended economic and community development training and workshops
- Market and promote HCSC community assets and strengths to outside businesses, existing and potential stakeholders, community, and small business leaders
- Work with the city to promote Cleveland's Storefront Renovation Program
- Plan, organize, and provide informative business speakers/presenters for the quarterly Ward 1 Merchant Alliance business meetings

COLLABORATION

- Cultivate relationships with local and national small business resource partners including, but not limited to, small business development centers, business chambers, and small business technical service providers
- Plan and coordinate our HCSC Merchant Alliance meetings with informative guest speakers
- Attending regularly scheduled meetings, including, but not limited to Economic Development Working Group and Business Growth Collaborative meetings
 - The Business Growth Collaborative (BGC) brings together Northeast Ohio nonprofits to build a resource ecosystem that is easy to navigate and meets the needs of diverse entrepreneurs and small business owners
 - Participate in The Economic Development Working Group (EDWG) which is comprised of economic and community development leaders, and

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- CDC staff members dedicated to assisting business owners and entrepreneur start-ups and expanding within the city of Cleveland's 20+ neighborhoods
- Participate in our monthly Cleveland SCORE Zoom check-in meeting.
- Participate in any required city department meetings, such as; design review, planning, zoning, etc.

REQUIRED SKILLS

Bachelor's degree or related work experience in business development, project/program management, sales, and marketing

- Good written and oral communication skills
- Ability to work independently and can work cooperatively in a team setting.
- Able to multi-task numerous projects seamlessly
- Solid organizational skills.
- Maintains confidentiality.
- Able to problem solve and make good decisions for the good of our agency and greater community.

KEY QUALITIES

- Has a strong work ethic and understands the importance of producing a quality work product
- Professional image and demeanor
- Understands the importance of timeliness and meeting deadlines
- Highly motivated, entrepreneurial, and goal-oriented
- Provides exceptional customer service to HCSC area businesses and entrepreneurs
- Able to take calculated risks when information is not known or incomplete
- Collaborative and team player-minded, able to build and maintain positive relationships with coworkers, colleagues, community stakeholders, and leaders
- Strong desire to learn and grow professionally within the organization
- The ability to receive and provide feedback on projects, initiatives, and programs

SALARY: Is based upon experience and is negotiable

BENEFITS

- Generous amount of sick, personal, and vacation time
- Holidays
- Health and retirement benefits are available

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ADDITIONAL EXPECTATIONS

- Must pass a background check.
- Must have a valid driver's license and regular access to a vehicle.
- Must be able to lift at least 25 pounds.

TO APPLY: Please email a cover letter and resume in PDF form to the CDC Director Richard Goudreau at Goudreauhcsc@gmail.com with the subject line "Application for HCSC CDC Economic Development Manager Position".

NO PHONE CALLS, PLEASE. This position will remain open until filled.

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