



**Greater Ravenswood Chamber of Commerce  
Position Announcement – Business Services Manager**

**Position:** Business Services Manager  
**Job Type:** Full-Time Salaried / Exempt Position  
**Compensation:** Salary commensurate with qualifications and experience  
**Start Date:** February/March 2023  
**Summary:** The Business Services Manager position plans, directs, and organizes key business support functions of the GRCC.

Join a small-but-mighty team that works hard to support Ravenswood's vibrant small business community! The Greater Ravenswood Chamber of Commerce's mission is to encourage economic growth in our neighborhood through business development, networking, education, advocacy, and access to resources.

As our Business Services Manager, you should be prepared to become socially engaged in the Ravenswood community. We're looking for someone eager to form lasting relationships with business leaders while providing thoughtful, creative, and professional support. You will be supported in your work by our dynamic staff, board, and volunteers- other like-minded individuals whose collective goal is to continue to make Ravenswood a special place to live, work, and visit.

**Responsibilities**

*Small Business Support*

- Work with a team to provide resources and support services to businesses and organizations in Ravenswood and its surrounding communities.
  - Conduct business needs assessments each month. Assist businesses with resource referrals, B2B referrals, City ordinances and updates, promoting job postings and commercial vacancies.
  - Engage in weekly Corridor Walks to introduce GRCC services and conduct needs assessments.
- Conduct monthly outreach to new businesses opening in the area.
- Assist with the execution of all GRCC events.
- Lead planning and execution of business events and programming.

- Work with Events Manager to host biannual new member orientations.
- Maintain a database of currently available/vacant commercial space.
- Attend Chamber of Commerce Professionals Meet-Ups to stay informed on industry trends, challenges, and strategies.

### *Special Service Area #31 Management*

- Manage annual Work Plan and Budget for Special Service Area #31
  - Work with Executive Director, with SSA Commission input, to develop an annual budget and complete all required paperwork for the City.
- Manage and track events and programs that support existing businesses and attract new ones to Ravenswood's commercial corridors.
- Facilitate SSA Commission Meetings and log meeting minutes. Ensure the SSA is in compliance with the Open Meetings Act.
- Manage contractors and services provided through Special Service Area #31.
  - Create and post Requests for Proposals.
  - Research and contact potential vendors.
  - Manage vendor selection and vendor relationships, oversee efficient and effective delivery of services.
- Assist with the execution of all SSA #31 sponsored events and promotions.
- Submit reporting related to Special Service Area #31 to the City of Chicago, including financials, budgets, and work plans.
- Attend monthly SSA Manager Meet-Ups to stay informed on industry trends, challenges, and strategies.
- Coordinate Annual SSA #31 Report.

### *Office Administration*

- Manage GRCC's info@ email inbox, respond to inquiries and refer to colleagues/other resources as needed.
- Distribute membership renewal invoices on the first week of every month.
- Prepare reports for compliance with the City of Chicago's Local Industrial Retention Initiative and Neighborhood Business Development Center guidelines.
- Assist with general office maintenance.

In concert with the above responsibilities, the Business Service Manager should expect to:

- Attend all GRCC events and activities.
- Attend member events, grand openings, etc.
- Coordinate other projects or activities as directed by the GRCC Executive Director.

## Qualifications & Experience

### Qualities

- Excited to work in collaboration with a small, creative, entrepreneurial team.
- Able to quickly identify issues and initiate thoughtful responses.
- Requires minimal direction to accomplish tasks with a high level of enthusiasm and professionalism.
- Flexible, adaptable, and able to effectively prioritize tasks.
- Solid budget management and/or financial reporting skills.
- Strong spreadsheet and/or database management skills.
- Strong customer service skills.
- Able to make presentations, speak at public functions, lead meetings, and communicate information professionally and clearly.
- Able to work professionally with various groups, including businesses, community members, elected officials, board members, staff, and others.
- Available to work occasional evening and weekend events.
- Commitment to the mission of the GRCC and helping Ravenswood small businesses.

### Required Qualifications & Experience

- Bachelor's degree, emphasis in urban planning, economic development, public administration, or related field
- Strong computer skills. Proficiency with Microsoft Office (Outlook, Word, Excel), GoogleDocs.
- Experience leading meetings, public speaking, and making presentations.
- Strong written and graphic communication skills.
- Experience with budgetary management and compliance.
- Must possess a valid IL Driver's License

### Preference will be given to candidates with:

- Master's Degree in Urban Planning, Policy, or a related field.
- Experience in office setting for not-for-profit, membership organization, chamber of commerce or community organization.
- Experience with project management, small business development, and community development.
- Experience with contract management and vendor relations.

- Familiarity with City services and Special Service Areas.
- Experience managing a Special Service Area (SSA) or Business Improvement District (BID).
- Experience working directly with various City of Chicago departments.
- Experience with CRM systems, such as ChamberMaster, Salesforce, etc.
- Familiarity with or residence in the Ravenswood area
- Experience working or volunteering at a nonprofit organization.
- Bilingual or multilingual proficiency.

### **Compensation & Benefits**

- Compensation: Commensurate with qualifications and experience.
- Hybrid Office (typically 9am-5pm), occasional nights and weekends required.
- Paid Time Off includes:
  - 20 Vacation Days
  - 14 Paid Holidays
- Employer Health Insurance (Medical and Dental)

### **About the Greater Ravenswood Chamber of Commerce**

The Greater Ravenswood Chamber of Commerce is a 501c6 non-profit organization that provides resources for entrepreneurs in Ravenswood and its surrounding communities. We are guided by the belief that creativity, sustainable living, and diverse industry position Ravenswood as a destination neighborhood. We create programs and provide services that connect the dots between businesses, residents, non-profit organizations, local government, and area schools.

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This position is located on-site in our office in Chicago, IL. Candidates must be located near Ravenswood or within the Chicago area to be considered. While some flexible work arrangements and remote work may be possible, this position will be primarily in-person.

### **To Apply:**

Email cover letter and resume to [gene@ravenswoodchicago.org](mailto:gene@ravenswoodchicago.org) with the subject line: "Business Services Manager – YOUR NAME"

No phone call please.

Applications will be accepted on a rolling basis until the position is filled.