



Client Services Business Climate Advisor

Statement of Duties:

Incumbent in the position provides legal/legislative research, communication, collaboration, technical support and customer service assistance in navigating the myriad programs, services and complexities of the Rhode Island Commerce Corporation and Rhode Island State government in order to assist businesses in doing business with the government; performs all other related work as required.

Position Functions:

The essential functions and duties listed below are intended only as illustration of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if work is similar, related or a logical assignment to the position.

Essential Functions:

- Implements a proactive approach to listening to Rhode Island businesses including attending numerous business related events, meeting one on one and interpreting their concerns to actionable items that solve the concerns of business.
- Proactive leadership to identify customer concerns and determine a path to improve the issue.
- Create communicative materials for trade industries to improve communication of problem issues.
- Assist businesses to navigate issues involving permitting and licensing across both local and state levels.
- Review and interpret laws, legislation, regulations and ordinances. Ability to re-write to make positive changes.
- Provide insight to meet requirements of other regulatory agencies; Department of Business Regulation, Department of Environmental Management, Department of Health, Department of Labor & Training, and others.
- Identify and promote partner programs that may benefit businesses and organizations
- Help resolve issues that might keep the permitting processes from moving forward in a timely and efficient manner
- Improve the delivery of services to businesses by increasing the State's capacity to aid business development; foster communication between the business community and the Rhode Island Commerce Corporation.
- Represents the state and corporation at various trade shows, industry-specific forums and public events to promote Rhode Island. Ability to work nights and weekends as needed.
- Partner with Chambers of Commerce and Trade Organizations to develop programs and services that could benefit their membership.
- Develops and maintains communications in a cooperative and professional manner, treating all employees and customers with respect and courtesy while taking responsibility for, and making every effort to resolve concerns and problems.