



Position Title: Executive Vice President Client Services

Statement of Duties

The incumbent in this position will support the CEO/Secretary of Commerce and COO on a venture to enhance Commerce RI's ability to assist local businesses to compete and thrive in Rhode Island.

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

- Develop and manage a business consultancy capability within Commerce RI for Rhode Island companies to access effective and affordable business technical assistance, innovation and growth services;
- Manage staff and volunteers that will provide these services;
- Create partnerships with our colleges and universities to establish teams of professors and students who will provide direct services to growth minded businesses;
- Create a concierge client service model to assist Rhode Island companies navigate regulatory process, access important business and professional resources, receive troubleshooting assistance;
- Work with strategic partners in Rhode Island and in the region to create a network of service providers that will assist growing companies;
- Establish a system to provide affordable access to strategic market information and analytical capabilities for small companies;
- Assist with the preparation of legislative proposals and regulatory reforms across Commerce-related areas of government in order to help create a business friendly environment;