



Business Assistance Advisor

Position Summary

Incumbent in the position will provide 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.

Responsibilities

- Executes the Business Assistance mission to assist in-state businesses with their start-up, retention and expansion needs. Research customer needs, obtains and coordinates improved processes from staff and partnering organizations and delivers applicable products, services and/or resolutions in an effective and responsive manner. Client contact includes, but is not limited to, cold calls, direct inquiries, direct outreach from business owners and public speaking events.
- Implements a proactive approach to listening to Rhode Island businesses including attending numerous business-related events and interpreting their concerns to actionable items that solve the concerns of business.
- Provide one-on-one consultation services with new and existing businesses.
- Help businesses and potential businesses navigate issues such as permitting across both local and state levels.
- Connect business owners to potential city, state, federal and regional resources for questions about business issues and raising capital as well as local and state development incentives.
- Promote federal grant programs to businesses and organizations requiring development capital.
- Provide insight on how to meet the requirements of other regulatory agencies such as the 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, such as regulatory or permitting, that might keep permitting processes from moving forward in a timely and efficient manner.
- Long-term objectives include improving the delivery of services to businesses within the State, increasing the State's capacity to aid business development, and fostering

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 with the objective of promoting Rhode Island. Ability to work nights and weekends as needed.
- Partner with various Chambers of Commerce and Trade Organizations to help 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.

Key Competencies

- **Intelligence:** The ability to acquire understanding and absorb information rapidly. A quick study.
- **Resourcefulness:** Passionately finds ways over, around, or through barriers to success. Achieves results despite lack of resources. Goes beyond the call of duty. Shows bias for action. A results-oriented “doer.”
- **Written Communications:** Writes clear, precise, well-organized documents using appropriate vocabulary, grammar, and word usage.
- **Goal Setting:** Sets fair stretch goals for self and others. Encourages individual initiative.

Qualifications

- Knowledge of the Rhode Island’s business community, economic development programs, tools, resources, and federal/state grant programs
- Background in working with Rhode Island state government and or multiple department heads is a plus, but not required.
- Experience working one-on-one with clients, fostering professional relationships, and contributing to team successes but capable of working independently.
- Results-driven and metric-oriented with ability to organize work tasks and follow through to completion.
- Must possess integrity and the ability to maintain confidentially as required.
- Mandatory use of Salesforce to track all activity including but not limited to meetings, calls and emails. Experience with Power Point, Excel and Vizio preferred
- Experience with LEAN/Six Sigma is helpful
- Only outgoing, friendly, customer service-oriented persons who like to solve problems need apply
- Education: Such as may have been gained through graduation from a college or university of recognized standing in Business Administration, Public Administration, Political Science or Law, or another related field.

To be considered, candidates must submit a cover letter along with a professional resume and salary requirements via email to:

Rhode Island Commerce Corporation
job.opportunities@commerceri.com

The Rhode Island Commerce Corporation (the 'Corporation') is an Equal Opportunity Employer. The Corporation does not discriminate on the basis of race, religion, color, sex, gender identity, sexual orientation, age, non-disqualifying physical or mental disability, national origin, veteran status or any other basis covered by applicable law. All employment is decided on the basis of qualifications, merit, and business need. The Corporation will not tolerate discrimination or harassment based on any of these characteristics.