



Outreach Manager/Associate – Temporary Assignment

To be considered for this position, candidates must submit a cover letter along with a professional resume

Position Summary:

Rhode Island Commerce seeks an individual experienced in customer service, business supports, and/or marketing/advertising to help the Corporation disseminate information on current and upcoming grant and loan programs available to small businesses in Rhode Island. This work is critical to the Corporation's goals of ensuring equitable access to grant and loan programs throughout the business community.

This is a temporary hourly position, duration 6 weeks with possibility for extension. Not eligible for any Corporate benefits.

Responsibilities:

- Serve as liaison to professional and community-based organizations and governmental partners to promote RI Commerce programming
- 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.
- Implement 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.
- Promote federal and state grant programs to businesses and organizations.
- Develops and maintain 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 for Rhode Island's small business community. Achieves results despite lack of resources. Goes beyond the call of duty. Shows bias for action. A results-oriented "doer."
- **Communications:** Writes clearly, precisely, and concisely. Demonstrates strong oral and collaboration skills, with the ability to speak convincingly, listen openly, and build the trust of business leaders with whom the incumbent engages.
- **Creativity:** Generates new approaches to problems or innovations to established best practices. Shows imagination.

Qualifications:

- A minimum of a Bachelor's degree or commensurate experience.
- Strong background in customer service, grants administration, strategic communications (in digital, print, radio, or television).
- Excellent communication skills and an ability to prepare clear, informative and concise written and

verbal materials for a variety of audiences.

- Strong interpersonal skills, attention to detail and ability to work with sensitive and confidential information.
- Proficiency in Microsoft Word, Excel, PowerPoint, Adobe Acrobat and Outlook.
- Ability to work nights and weekends as needed.

To be considered for this position, candidates must submit a cover letter along with a professional resume via email to:

Rhode Island Commerce Corporation

315 Iron Horse Way – Suite 101

Providence, RI 02908

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

