



## Business Assistance Advisor

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### Statement of Duties

Incumbent in the position will provide Rhode Island businesses with customer service assistance, collaboration and technical support in navigating programs and services offered by the Rhode Island Commerce Corporation and partner entities; performs all other related work as required. Spanish language skills are strongly preferred.

### 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

- Executes the Client Services mission to assist in-state businesses with their start-up and expansion needs. Research customer requests and coordinate with staff and partnering organizations to deliver applicable products, services and/or resolutions in an effective and responsive manner. Client contact includes, but is not limited to, outreach to the business community, response to direct inquiries 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.
- Provides one-on-one consultation services with new and existing businesses.
- Connects business owners to potential city, state, federal and regional resources as appropriate.
- Helps resolve issues, including regulatory and permitting, by providing insight and/or acting as a liaison to applicable state agencies, such as the Department of Business Regulation, Department of Environmental Management, Department of Health, Department of Labor & Training, etc.
- Identifies and promotes partner programs that may benefit businesses.
- 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.
- 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.
  - 3-5 years’ experience within customer service assistance and technical support for businesses or related areas.
  - Bilingual verbal and written Spanish skills preferred.
  - 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 Microsoft Office Suite preferred.
  - 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.
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**To be considered for this position, please apply at:**

<https://secure.yourpayrollhr.com/ta/co8056.careers?ShowJob=570574794>