

# ColumbusChamber

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## **Client Solutions Officer/Existing Business Services Columbus Chamber, Ohio**

### **Summary**

The Columbus Chamber is a 2,500-member business organization that supports businesses in the eight-county Columbus Region.

The organization, in collaboration with Columbus2020!, a regional public-private partnership focused on economic development, has developed a new economic development strategy to retain and expand businesses in the region. This new, cutting-edge strategy will position the Columbus Region as a leader in economic development.

The Client Solutions Officer will be the primary contact for many company executives in the Columbus region via personal meetings with executives. The position interfaces with CEOs, plant managers, and business owners as well as corporate, government, and community leaders. The successful candidate will provide one-on-one problem solving assistance and match available resources (solutions) provided by the Chamber as well as other partners as appropriate.

The successful candidate will demonstrate strong interpersonal communication, organizational, and managerial skills in addition to analytical skills required for the evaluation of information flowing from interviews as well as other sources.

### **Representative Duties and Responsibilities**

- Participate in research to identify companies with growth potential and those at risk of leaving or downsizing
- Contribute to a detailed, research-based database of information about existing employers
- Conduct comprehensive (structured) executive interviews with High Impact, Renaissance, and Enabler companies, meeting goals for interview quality and number of interviews
- Train staff members and partners on conducting executive interviews
- Coordinate executive interviews with regional economic development practitioners
- Coordinate service delivery and creation of new services for area employers
- Manage multi-agency team of professionals to provide specific need based services to existing employers

- Work with the Vice President of Existing Business Services to establish procedures for developing problem-specific proposals for services to address client challenges
- Provide follow-up as needed to on-line survey responses
- Contribute to the building of an online directory of available resources and services for businesses
- Evaluate effectiveness of service request responses and conduct follow-up service evaluations
- Screen Chamber events for interview candidates

### **Requirements**

- Experience interacting with CEOs and other corporate, government, and community leadership
- Self starting, energetic, and action-oriented manager with a history of increasing responsibility and challenge
- Self-directed individual with strong ability to manage ambiguity and adapt readily and easily to changes in priorities and business conditions in a highly-visible team environment
- Strong oral, written and interpersonal communication skills; able to build positive relationships in the community, and motivate volunteers and public sector partners
- Strong analytical, organizational, and problem solving skills
- Ability to meet deadlines

### **Qualifications**

- Minimum of 5-plus years of managerial experience
- B.S. or MBA with a preferred background in economic development, business, marketing, sales, or economics
- Economic development experience a plus
- Work within a customer service environment a plus
- Microsoft Share Point, Excel, Word, Outlook, and PowerPoint and general computer proficiency
- Valid driver's license: local travel required

**Compensation:** Commensurate with experience

**Apply:** Submit qualifications to [jobs@columbus.org](mailto:jobs@columbus.org) by July 16, 2010.  
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