Summary Statement

The Support Specialist position is an entry-level Economic Development position which provides technical support in the planning, implementation, and administration of economic development programs to ensure the retention and expansion of the County's commercial, retail and industrial base. The Support Specialist provides assistance with a wide range of economic development programs including but not limited to business attraction, retention, expansion, marketing and promotions, events, business outreach and community development. This position is a public position and the Specialist must be a positive representative of the Dunn County JDA and its programs.

Principle Duties and Responsibilities

The duties listed below are intended only as illustrations 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 the work is similar, related or a logical assignment to the position.

- Receives and screens visitors and telephone calls, provides general information regarding assigned functions.
- Establishes and maintains communication and cooperation with a wide variety of business organizations, individual businesses, and community leaders.
- Attend and participate in assigned community committees and meetings. Represents the Dunn County Jobs Development Authority as assigned to facilitate cooperation among departments and community partners.
- Assists with meeting preparation, set-up and clean-up.
- Assists with the preparation of board packets, as well as, the compilation, transcription and distribution of meeting minutes.
- Assists with management of financial incentives provided by the Dunn County JDA. Prepares invoices for payment.
- Participates in the implementation of economic development strategies and programs.
- Assists with developing, writing, editing and producing promotional materials to create public awareness of Economic and Community Development programs.
- Assists with collection of data; compiles report and presentation information in connection with economic development program delivery. Searches for and compile economic data for use in analyzing trends.
- Assists with the implementation and assessment of marketing and promotion activities for business and visitors in conjunction with external partner groups.
- Utilizes social media platforms for promotional purposes.
- Performs related work as directed.
Key Relationships

| Dunn County Jobs Development Authority Board of Directors | Dunn County Park Board Local and Regional City Auditors and business leaders/owners | State of ND Tourism and Commerce Departments & other partner agencies Regional Community Development Organizations |

Decision Making Authority

This position has the ability to craft and respond to basic communication needs arising from incoming requests in regards to assigned functions without gaining authority. For more complex issues, the Specialist should refer the issue/patron to the Development Director.

Core Competencies Required

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<th>Accountability</th>
<th>Critical Thinking</th>
<th>Planning and Organizing</th>
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<tr>
<td>Adaptability</td>
<td>Professional Social and Interpersonal Communication Skills</td>
<td>Professionalism</td>
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<td>Attention to Detail</td>
<td>Communication</td>
<td>Service Oriented/Quality Focus</td>
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<td>Collaboration</td>
<td>Decision Making/Problem Solving</td>
<td>Time Management</td>
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<td>Credibility</td>
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Key Performance Indicators

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<th>Presentation of Information</th>
<th>Managing Change</th>
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<td>Time Management</td>
<td>Decisiveness</td>
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<tr>
<td>Effective Communication</td>
<td>Interpersonal Skills</td>
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<tr>
<td>Functional Reasoning Skills</td>
<td>Effective Verbal/Written Communications</td>
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<td>Maintain Relationships</td>
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Demands and Environment

- This is a largely sedentary role due to the nature of the position. Must occasionally lift and/or move up to 20 pounds, equipment and materials are regularly pulled, organized and moved from one location to another.
- Work is performed primarily in an office setting. Some tasks require outdoor activities, where potential exposure to inclement weather conditions may occur. The noise level in the work environment is usually moderate.
- Perform repetitive activities (calculating, keyboarding, and writing).
- While performing the duties of this job, the employee is frequently required to walk, sit and talk or hear. The employee is occasionally required to use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to stoop, kneel, or crouch.
- This position will regularly utilize standard office equipment such as computers, phones, photocopiers, scanners, filing systems and fax machines. At times, this may require the ability to lift files, open filing cabinets and bend or stand as necessary.
- While performing the duties of this class, the incumbent is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve complex problems; use math and mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions; and interact with officials and the public.
- Physical workspace will be provided within the County Courthouse. This position may have the authority to work remotely, as needed. Some travel may be required. Upon necessity, this position will require flexible scheduling to allow for attendance at evening meetings or events.
**Education, Certification and/or License**

Preferred minimum of two years’ experience performing a variety of administrative supports as well as the ability to effectively utilize a personal computer and related office computer programs. Position requires excellent verbal and written communication skills and demonstrated ability to work collaboratively with diverse groups. The successful candidate will work independently and be able to manage competing priorities and situations and priorities where changes frequently occur. College degree or course work in Marketing, Public Relations, Communications, Business, or Planning is a plus. Valid ND Driver’s License required.

**Knowledge, Skills and Experience**

- Knowledge of contemporary marketing practices;
- Knowledge of office administration practices and procedures;
- Knowledge of standard office equipment and software;
- Knowledge of promotional events planning;
- Knowledge of report preparation, filing methods and records management techniques.
- Ability to establish and maintain cooperative working relationships with those contacted in the course of the work;
- Ability to communicate effectively orally and in writing;
- Ability to exercise sound independent judgment within established guidelines;
- Ability to prepare clear, concise and complete documents, reports and correspondence;
- Ability to prepare marketing and promotional materials.
- Excellent interpersonal skills and is comfortable interacting with all levels of management and staff;
- Demonstrates exceptional customer service skills.

**Clarification Clause**

This job description is not intended, and should not be construed to be, a complete list of all responsibilities, duties, skills or working conditions associated with the job. It is intended to be a reasonable outline of those principle job elements essential in making a hiring decision, a compensation decision and for determining job performance.

**Application Deadlines**

Applications are available at [https://www.dunncountynd.org/](https://www.dunncountynd.org/) and may be delivered in person at the Dunn County Courthouse or online to the Dunn County Jobs Development Authority Director at Carie.Boster@DunnCountyND.Org or Dunn County Human Resources at Dessie.Calihou@DunnCountyND.Org. Applicants may choose to submit a cover letter and resume in addition to the required application.

Applications will be accepted through March 27 with interviews taking place during the month of April. Projected start date for the successful applicant is May 4, 2020.