

## **Elevate CCIC, Inc. Executive Director Responsibilities & Performance Objectives**

The Executive Director of Elevate CCIC, Inc. (Elevate) is responsible for the operations of the Innovation Center, a planned incubator and co-working space in the Cross County Mall. The Executive Director oversees the day-to-day operation of the business incubator facility, including marketing the facility, recruiting potential tenants, and assisting in screening potential member clients. The Executive Director reports to the Board of Directors. Specific responsibilities and objectives are as follows:

- Facilitate the negotiation and structure of Elevate member client agreements.
- Develop relevant, quality training, advisory and mentorship programs for Elevate member clients.
- Develop informational sessions and programs for member clients on issues relevant to startup companies.
- Counsel and coach Elevate member clients.
- Manage the Elevate proof of concept and member client intake processes from beginning to end.
- Develop and implement a member recruitment and retention program based on volume guidelines set forth in Elevate's 5 year financial plan.
- Ensure that challenges faced by clients due to the regulatory environment are identified, researched and policy dialog forums are organized with policy makers.
- Act as liaison between public and private sectors in application and implementation of business development programs.
- Implement a professional advisory mentoring program for member clients. Develop a mentoring relationship between Elevate member clients and business and professional mentors by creating an evaluation and procedure form for each group.
- Stay current and inform members of special financing and tax incentives available to Elevate member clients.
- Keep accurate files and records of each client company and any related correspondence.
- Keep current on all services provided by Elevate in order to cross-sell its services to clients and the public.
- Promote Elevate, its programs, and employees at every available opportunity.
- Monitor progress of member client companies.
- Maintain close relationship with the banking and microfinance industry to facilitate access to financial services to Elevate member clients.
- Establish linkage for member client funding opportunities via the local banking industry and venture capital/equity firms if applicable.
- Act as a catalyst to strengthen the region's small-business support network by coordinating the delivery of services to tenants and member clients and working closely with other business service providers to facilitate tenant and client success.
- Evaluate and seek potential funding sources through program revenue, grants, donors, etc.
- Develop strategic goals and objectives for member service programs.
- Facilitate strategic planning for Elevate member clients as needed.
- Assist in preparing the annual work plan and budget.
- Prepare monthly progress reports and operational results to the Board of Directors and stakeholders
- Maintain a rapport with clients, mentors, support staff, the Board of Directors, partner organizations and stakeholders as needed to carry out job responsibilities in a professional manner.

- Plan, implement and coordinate pitch competition and other Elevate events to promote and secure community support for Elevate.
- Supervise monitoring and evaluation of staff members and volunteers to ensure member clients needs are met.
- Develop and maintain partnerships with other public and/or private organizations incubators and innovation centers which provide business development assistance for the benefit of member clients.
- Attend Board approved continuing education workshops that will enhance the Director's ability to perform his responsibilities. Director will provide a summary of the information gathered at the workshop to share with the Board of Directors.
- Other duties as the Board of Directors deem necessary.

### **Qualifications**

- A Bachelor's degree in Business Administration or related field is required. A Master's degree in Business Administration or related degree is preferred.
- Strong proficiency in Microsoft Office applications.
- Strong verbal and written communication skills, excellent interpersonal and organizational skills and knowledge of business management principles.
- Passing a Background Check.