

SHORT NORTH ARTS DISTRICT

SHORT NORTH ALLIANCE

ADMINISTRATIVE OFFICE

875 N. High St, 3rd Floor
Columbus, OH 43215

P/ 614.299.8050

UPDATED 12.9.21

Short North Alliance Outreach & Administrative Coordinator Job Description

Overview

The Short North Alliance Outreach & Administrative Coordinator is responsible for coordinating stakeholder outreach, engagement, and connectivity to the programs and services of the Short North Alliance and provides general administrative support for the Short North Alliance team.

This position reports to the Executive Director of the Short North Alliance.

Roles & Responsibilities

70% of Time: Outreach, Engagement, and Connectivity Coordination

- Serves as the initial point of contact for business owners, managers, employees, and general patron stakeholders served by the Short North Alliance, fields general inquiries from stakeholders through Short North Alliance main phone and email points of contact and fosters connectivity among stakeholders to Short North Alliance staff, programs, and services.
- Conducts and documents business stakeholder wellness, engagement, and inclusion check-ins on a weekly basis to ensure business stakeholders are informed, engaged, and included in the programs, services, and initiatives of the Short North Alliance and that the Short North Alliance is informed and engaged in the activities and promotions of individual businesses.
- Maintains a highly detailed and up-to-date database of business owner, manager, and employee contacts, demographics, key characteristics and statistics, and stakeholder engagement actions.
- Creates, collects information for, updates, and engages businesses owners, managers, or employees to maintain profile pages or business-directed content on Short North Alliance managed websites.
- Compiles and distributes content for new business owner orientation packets, weekly and monthly business owner and manager-directed newsletters, Community Bulletin Alerts, text alerts, and all other internal communications to business owners.
- Conducts new business owner, manager, or employee orientations, engages Short North business owners, managers, and employees to participate in Short North Alliance-led promotions and events, and tracks overall participation.



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30% of Time: *Administrative Support*

- Coordinates logistics, schedules, room reservations, meeting packets, catering needs, print materials, surveys, power point presentations, meeting reminders, meeting minutes, and other preparations for all regular meetings of the Short North Alliance, including: the Short North Alliance Board and its committees, the Short North Special Improvement District, the 5th Avenue and Fourth Street Special Improvement District, District Meetings for business owners and stakeholders, and other official meeting groups of the Short North Alliance.
- Tracks real time statistics on business openings, closings, and demographics.
- Monitors general office needs, serves as point of contact for office vendors, and manages office supply stock.
- Attends and supports the Short North Alliance team at all Short North Alliance events and serves as representative of the Short North Alliance in the community.
- Helps maintain office calendars and provides general scheduling and administrative support to the Short North Alliance.
- Other duties as assigned.

Education, Experience, and Qualifications

- A four-year degree from an accredited college or university.
- At least 2 years of full-time equivalent work experience in outreach or administrative support roles.
- Extremely strong knowledge of databases.
- Proficient in the following: MS Office Suite, Mac OS, G Suite, and CRM platforms (such as Bloomerang, Blackbaud, SalesForce, or the equivalent).
- Day, evening, weekend, and on-call availability.
- Possesses reliable transportation and a valid Ohio driver's license.

Core Competencies

- Highly motivated, organized, detail-oriented self-starter and team player adept at multitasking and working toward deadlines in a fast-paced, collaborative, and always evolving work environment.
- Outgoing and sensitive communicator, skilled at listening to, empathizing with, and troubleshooting the needs of constituents.
- Possesses exceptional interpersonal communication skills and is comfortable communicating and engaging with an extremely broad mix of constituents (including community members; business and property owners; technical professionals; and artists, designers, and creatives).
- Solutions-oriented problem solver, adept at working diplomatically.
- Has a passion for the Short North Arts District community and adjacent neighborhoods.



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Application Instructions

Interested applicants should send a resume, cover letter, salary requirements, and list of 3 references electronically in MS Word or Adobe PDF format to employment@shortnorth.org by **Sunday, January 9, 2022 at 11:59 PM** with the Subject: ***Short North Alliance Outreach & Administrative Coordinator Application - Your Name***. No phone calls will be accepted. Applicants invited for interviews should be prepared to share a portfolio of past work.

Target start date is Monday, February 7 or sooner.

About the Short North Alliance

The Short North Alliance (SNA) is a 501(c)3 non-profit organization serving business owners, property owners, and residents of the High Street, East 5th Avenue, and North Fourth Street commercial corridors and the Short North Arts District.

Our mission: To nurture the Short North Arts District, High Street, East 5th Avenue, and North Fourth Street commercial corridors as vibrant, creative, and inclusive communities and leading arts destinations.

Our work: The Short North Alliance supports one of most treasured neighborhoods and visitor destinations in Columbus by leading clean and safe programming, presenting some of the most longstanding Short North Arts District events (Gallery Hop, HighBall Halloween, etc.), managing beautification projects, spearheading public art programs, and overseeing marketing, communications, visitor supporting programs, and community advocacy for the over 4 million annual visitors and the 400 businesses and 700 property owners who call the Short North and Fifth Avenue and Fourth Street Special Improvement District areas home.

Learn more about us at shortnorth.org and fifthandfourth.org.

The Short North Alliance is an equal opportunity employer.

