



Short North Alliance Engagement & Administrative Coordinator Job Description

Overview

The Short North Alliance Engagement & Administrative Coordinator is responsible for coordinating partner and constituents outreach, engagement, and connectivity to the programs and services of the Short North Alliance, for ongoing delivery of certain programs and services, and general administrative support and constituent data management for the Short North Alliance team.

This position reports to the Chief Operating Officer of the Short North Alliance.

Roles & Responsibilities

60% of Time: Engagement and Services Connectivity Coordination

- Serves as the initial point of contact for business owners, managers, employees, and visitors served by the Short North Alliance, fields general inquiries from constituents through Short North Alliance main phone and email points of contact and facilitates connectivity among community members and Short North Alliance staff, programs, and services.
- Conducts and documents business constituent wellness, engagement, and inclusion check-ins on a weekly basis to ensure business stakeholders are informed, engaged, and included in the programs, promotional opportunities, 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.
- 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 and databases.
- Compiles and distributes content for new business owner orientation sessions, weekly and monthly business owner and manager-directed newsletters, Community Bulletin Alerts, text alerts, and all other constituent-facing 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

administrative office

875 N High St. 3rd Floor
Columbus, OH 43215
P 614.299.8050

safety office

1181 Mt. Pleasant Ave
Columbus, OH 43215

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Alliance-led promotions and events, and tracks overall participation.

40% of Time: *Administration and Data Management*

- Coordinates logistics, schedules, room reservations, meeting packets, catering needs, print materials, surveys, power point presentations, meeting reminders, meeting minutes, and other preparations for all 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 4th Street Special Improvement District, District Meetings for business owners and representatives, SNA staff meetings, and other Short North Alliance meetings.
- Tracks statistics on business openings, closings, and owner demographics.
- Maintains a highly detailed and up-to-date database of business owner, manager, and employee contacts, other organizational contacts, contact demographics, business characteristics and statistics, and log of constituent and partner engagement activities.
- Monitors and manages general office needs, serves as point of contact for office vendors, and manages office supply stock.
- Monitors and manages organization of digital and physical files and records for the organization, per the records retention policy and organizational processes and norms.
- Executes program and service resource delivery to and from business constituencies, including collection and distribution of petitions, parking validation stickers, informational collateral, or the two-way distribution of items between the organization and business.
- 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.
- Manages calendars and scheduling for the President & CEO, maintains Short North Alliance 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.

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- At least 2 years of full-time equivalent work experience in engagement or administrative support roles.
- Extremely strong knowledge of databases, Salesforce preferred.
- Proficient in the following: MS Office Suite, Mac OS, G Suite, and CRM platforms (Blackbaud, Givebutler, 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 diverse 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 and delivering exceptional customer service. Comfortable managing up to and assigning to do's to SNA team members.
- Has a passion for the Short North Arts District community and adjacent neighborhoods.

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 **Monday, March 30, 2026 at 11:59 PM** with the Subject: **Short North Alliance Engagement & Administrative Coordinator Application - Your Name**. No phone calls will be accepted.

Target start date is Monday, April 27, 2026 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.

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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, managing beautification projects, spearheading public art programs, and overseeing marketing, communications, visitor supporting programs, and community advocacy for the over 12 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.

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