



Business Specialist-Business Retention & Expansion

Washington County offers a full compensation package that reflects how much we value our employees. Please take a look at what you can expect to earn as a **Business Specialist-Business Expansion & Retention** your first year as a full time Employee with Washington County Government:

- ✓ **Sixty (60) Paid Personal Hours**
- ✓ **Eighty (80) Paid Vacation Hours**
- ✓ **Fourteen (14) Paid Holidays**
- ✓ **One Hundred & Twenty (120) Paid Sick Hours**
- ✓ **County and Employee funded Healthcare including Health, Prescription, Dental and Vision Coverage**
- ✓ **County Paid Employee Assistance Plan**
- ✓ **County Paid Life Insurance**
- ✓ **County Paid Accidental Death and Dismemberment Insurance**
- ✓ **County Paid Short Term Disability Insurance**
- ✓ **County Paid Long Term Disability Insurance**
- ✓ **Up to \$2,500.00 Annual Tuition Reimbursement Assistance**
- ✓ **County and Employee funded Defined Pension Plan**
 - **Vested in just five (5) years.**
 - **Credit for Prior Active Military Service and Unused Paid Sick Days.**
- ✓ **An Annual minimum Salary of \$70,013.00 starting..**

If our **Business Specialist-Business Expansion & Retention** comprehensive compensation package interests you, please continue reading through our job posting to learn more about the position's duties, responsibilities, prerequisites, etc. and apply online today.



JOB TITLE:	Business Specialist – Business Retention & Expansion	GRADE	14
DEPARTMENT:	Business and Economic Development	FLSA STATUS:	Exempt
REPORTS TO:	Director of Business and Economic Development		

GENERAL DEFINITION OF WORK:

Advanced level administrative position responsible for maintaining and building growth and expansion of the existing business base. This position facilitates the expansion of employment opportunities for the citizens and businesses across all Washington County, MD industry sectors. This position protects County business losses due to location movements, attrition, or competition. This position is also responsible for the collection and maintenance of business community data points as well as the reporting of industry health to the Director of Business and Economic Development and the Board of County Commissioners.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

1. Identify key advantages and challenges to growth for existing businesses through cold calls, networking, and/or in-person meetings;
2. Maintain thorough knowledge of Washington County's existing business base among target sectors in order to facilitate synergies between existing resident businesses, and to showcase resident businesses successfully operating in Washington County;
3. Maintain excellent professional relationships with Washington County's existing business base in order to actively gauge the County's current status and level of competitiveness;
4. Cultivate and maintain cooperative long-term relationships with various stakeholders to promote additional business investment and expansion in Washington County; stakeholders to include site selection consultants, professional services firms, company investment representatives, economic development agencies, educational institutions, government partners, and others;
5. Assist with the coordination of the client and economic development professionals, real estate development professionals, financing executives, and workforce development specialists;
6. Recommend improvement strategies for businesses, educators, and economic development professionals;
7. Undertakes analysis and evaluation of current and trending business development opportunities and formulate strategies to develop these opportunities;
8. Create and maintain a contact database of existing businesses to be used for reporting and follow-up; including creating a consistent reporting template and strategy in the CRM system;
9. Maintain current knowledge of local, state, and federal incentives useful to expanding businesses;
10. Maintain current knowledge of available buildings and development sites;
11. Connect expanding business prospects to appropriate resources within the County and to external partner agencies to assist them in their expansion projects;
12. Ability to travel to meet existing business clients, attend conferences, marketing events, and availability to work outside a traditional work schedule;
13. Assist in the development of materials such as videos, print, social media, television, press releases, and radio platforms which promote Washington County as a business location;
14. Assist in the development of the department's strategic plan;
15. Prepare Agenda Report Forms and presents to the Board of County Commissioners as necessary;
16. Work with Department staff to maintain economic development data-base of available properties, as needed;
17. Other duties as assigned.

KNOWLEDGE, SKILLS AND ABILITIES:

1. Excellent communication and interpersonal skills with the ability to build consensus, resolve issues, and communicate with all levels of clients from ownership groups to entry level employees
2. Demonstrate exceptional customer service skills, including active listening, problem-solving, and

maintaining a positive, professional demeanor in all interactions

3. Ability to establish and maintain effective working relationships with the general public, elected officials, agency partners, clients, and corporate representatives in a professional and highly confidential manner
4. Ability to identify and meet client needs through research, direct communication, or partner engagement
5. Ability to maintain current and comprehensive knowledge of industry trends, macroeconomic conditions, and competitor activities
6. Ability to maintain an ongoing routine business visit program
7. Demonstrated proficiency utilizing computers and experience with sales planning and customer relationship management software applications.
8. Ability and willingness to travel for trade shows, business development calls, professional development, or legislative lobbying efforts.
9. Ability to prepare written documents

EDUCATION AND EXPERIENCE:

Bachelor's degree in business or a related field preferred and at least 5 years' experience as an economic development position or related industry. Relevant work experience may be substituted for education.

PHYSICAL REQUIREMENTS:

This position requires the ability to sit and concentrate on complex tasks for prolonged periods of time, if necessary; to operate a computer keyboard and mouse; to be able to lift 10 pounds; to sit in meetings and participate in discussions with peers; to appear before audiences making public speeches and leading discussions; to walk through construction sites observing conditions; to guide visitors on tours through Washington County and development projects; to drive to development sites within the county and to other cities for meetings/seminars. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the position.

SPECIAL REQUIREMENTS:

Possession of a valid driver's license.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

Revised 2018, 12/2018, 12/2024

Easy Ways to Apply:

1. Visit our website at <https://www.washco-md.net/jobs/>
or
2. Complete and email an Application to HR@washco-md.net
or
3. Complete and mail Application to:
**Washington County Human Resources Department,
100 W. Washington Street, Room 2300,
Hagerstown, Maryland 21740**

Washington County is an Equal Opportunity Employer. Individuals requiring special accommodations or assistance are requested to contact the Human Resources Department at 240-313-2350, Voice or TDD (D/HH use 711) M/F/H/V.

**DEADLINE FOR FILING APPLICATIONS WITH HUMAN RESOURCES:
OPEN UNTIL FILLED**