



Long Island City Business Improvement District

LIC Business Improvement District Operations and Retail Support Manager

The LICP seeks a LIC BID Operations and Retail Support Manager to support the work of the BID Department and increase our merchant engagement.

Background and Company Information

The [Long Island City Partnership's](#) (LICP) mission is to advocate for economic development that benefits Long Island City's industrial, commercial, cultural, and residential sectors. The goal is to attract new businesses to LIC, retain those already here, welcome new residents and visitors, and promote a vibrant and authentic mixed-use community. More information can be found at [licqns.com](#).

The LIC Partnership also operates the [Long Island City Business Improvement District](#) (LIC BID) which provides targeted services such as supplemental on street sanitation, beautification, marketing, and maintenance for the neighborhood's commercial core.

LIC, and in particular the BID area, is home to a rich variety of retail both existing and new. Engaging with and assisting these essential members of our community is more important than ever.

Job Description

This position will focus on assisting with day to day BID operations, such as helping manage the supplemental services contractors, with an additional focus on retail merchant assistance and engagement. This position will interact regularly with business owners, property owners, city agencies and other stakeholders, both in the field and via phone and virtual meetings.

The ideal candidate will possess an interest in community outreach and community economic development. They will have strong communication skills, good time management habits, and the ability to multi-task and focus on multiple concurrent projects. This position reports to and operates under the direction of the Director of BID Operations. Must be flexible to cover some weeknight and weekend events and meetings.

Responsibilities: The following is a list of areas of responsibility, with examples of tasks, but is not a complete list. While work is primarily conducted within the BID, from time to time, merchants in LIC but outside of the BID will need to be assisted and engaged as well.

- **Field Operations:**
 - Survey and track neighborhood conditions through daily district walks, documenting issues and following up with relevant city and state agencies to maintain the highest quality conditions in the area
 - Support the execution of initiatives for district beautification and enhancement including landscaping in tree pits and parks, banners, flower baskets, lighting, public art, volunteer days
 - Capture photos and videos during field operations for use on our website, social media channels, annual reports, and other promotional materials

- **Business Engagement:**
 - Develop and maintain relationships with LIC BID businesses
 - Engage businesses for feedback and participation in initiatives such as group discount programs or seasonal promotions
 - Assist businesses when they experience issues with government agencies or utilities, work to initiate and manage business assistance cases, and provide status updates to business clients during the case life cycle
 - Support the planning and execution of initiatives and special projects to support businesses and community initiatives
 - Manage the LIC Community Gift Card program, the LIC BID Constituent Survey and the BID Textedly services
 - Provide updates and collect feedback at Community Board meetings, Community Council Meetings, and NYPD Build the Block meetings
 - Proactively share insights, trends, and human interest stories for social media and public relations efforts
 - Collect data and primary contact information for BID businesses, and maintain information in internal platforms including but not limited to Salesforce.

Qualifications:

- 2-4 years experience or a combination of education and experience
- Fast Learner, Self-motivated and creative
- Detail-oriented and organized
- Personable, Customer service-oriented, and a team player
- Communicates effectively (verbally and in writing)
- Able to prioritize tasks and meet deadlines
- Background in business administration and knowledge of BID and NYC government agencies are helpful, but not required

Time commitment:

Full-time

To Apply:

The position reports directly to the Director of BID Operations, and interested candidates should apply through the Idealist listing <https://ideali.st/cLBCVJ>

Start Date:

Salary: \$50,000 - \$60,000

The Long Island City Partnership is an equal opportunity employer.