



MANAGER, STAKEHOLDER EXPERIENCE

The Manager, Stakeholder Experience works with NOLABA staff members, Board of Directors, and community partners to plan, produce, and execute special events, meetings and other projects as required on behalf of the organization. This Manager role demands extensive customer service skills, a high level of professionalism and willingness to handle all planning and administrative details of meetings and events. The ideal candidate must thrive in a challenging and fast paced environment where prioritizing and multi-tasking are the norm. Exceptional attention to detail and first class organizational skills are mandatory.

Success in this role will be measured by:

- Managing each event budget and the overall event budget at or below planned spending while leveraging current resources and in-kinds to enhance each event's success
- Ensuring attendance is at or exceeds the desired goal with the target audience identified
- Ensuring all event logistics run efficiently and effectively

The Manager, Stakeholder Experience reports directly to the Vice President, Investor Relations.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Oversee and facilitate all aspects of meeting planning, including but not limited to: site selection, vendor negotiation, event registration (assembling all RSVP lists, preparing name tags, managing event attendance tracking), logistics, create/design event materials & signage, catering/BEOs, community partner engagement, speakers/panelists, onsite event staffing, travel arrangements as necessary, branded promo items, and post-event reporting
 - Ensure programmatic directors are engaged in pre-planning to ensure all aspects of event logistics are defined and understood, including but not limited to: target audience and attendance, RSVP management, budget, event timing and other timing sensitivities, and communication protocols
- Work in coordination with Investor Relations and Marketing & Communications Departments to execute events including obtaining sponsorships and solicitation of media coverage as appropriate
- Provide support for various fundraising projects/initiatives, programmatic work, and other initiatives assigned by the Vice President, Investor Relations or members of the Executive team
- Ensure the evaluation of event activities and identify opportunities to improve results
- Prepare and manage all post event communications and thank you notices with an actionable item for attendees' continued engagement and connectivity with NOLABA



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- Compile attendance lists and other records (e.g. materials, agenda) in the appropriate format for NOLABA's record retention policy and entry into our client relations database
- Oversee out-of-state meeting preparation, supplies ordering and packing/shipping of event materials
- Data/CRM entry and management, as well as daily administrative functions
- In collaboration with Vice President, Investor Relations and the Executive team, develop and implement a strategic plan to hold an annual slate of events and recommend new events that may enhance the organization's fundraising efforts, programmatic work, and brand recognition.
- Research and analyze agency, corporate and individual donor base and recommend event solicitation strategies

QUALIFICATIONS & JOB REQUIREMENTS:

- Bachelor's degree from an accredited college or university (desired), or a minimum of three years' work experience in the organization and execution of events (preferably corporate or sporting events), sales/marketing or equivalent experience
- Ability to organize and coordinate event operations
- Excellent oral and written communication skills, both verbal and written
- Excellent project management and reporting experience
- Strong organizational skills and ability to handle multiple tasks and meet deadlines under ever-evolving priorities; manages competing interests and strong personalities
- Sense of humor
- Self-starter who can take initiative and drive results
- Demonstrated imagination and a creative "new way of thinking" in generating new ideas
- Cooperative team player with great interpersonal skills; able to work in a fast-paced environment
- Enjoys the dynamics of working in a community with diverse business and political leadership
- Solid in understanding and implementing performance-based measurements and outcomes
- High energy, positive, professional attitude, pride in work product
- Proficiency in Microsoft Office applications and experience using Salesforce (or other similar CRM)
- Professional demeanor at all times; ability to act as a representative of NOLABA to the public



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Attributes:

- Vision
- Interpersonal skills
- Communication skills (written and oral)
- Team building ability
- Presentation skills
- Comfort with complexity
- Ability to adapt and thrive in an entrepreneurial environment
- High ethical standards and commitment to fairness and equity

Working Conditions:

- While performing the duties of this job, the individual may be required to travel within the New Orleans area and United States; international travel is not required.

NOTE:

- Applicants must be currently authorized to work in the United States for any employer.

Physical & Mental Demands:

- While performing the duties of this job, the individual is regularly required to speak and hear
- Specific vision abilities required by this job include close vision and the ability to adjust focus
- Read and interpret data (emails, memos, letters, etc.)
- Ability to maintain visual attention and mental concentration for significant periods of time
- Ability to analyze and interpret data
- Ability to effectively communicate with superiors, peers and subordinates

Application Process:

To apply for this position, send the following documents via email to Careers@nolaba.org:

- Resume
- Cover Letter

In your email, please note “*NOLABA Manager, Stakeholder Relations*” in the subject line.



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NOLABA's New Business Model

The New Orleans Business Alliance (NOLABA) is the economic development catalyst for the city of New Orleans with a mission to unite a diverse community of stakeholders who catalyze job growth, create wealth, and build an equitable and sustainable economic future for New Orleans. NOLABA is launching a new business model that is business-friendly, people-centered, place-based and resilient.

- **Business-Friendly:** The model builds upon its experience in business attraction and growth adding real estate development expertise, business, development and concierge services to support firms in their navigation of permitting, public infrastructure disruption and delivery of timely city services.
- **People-Centered:** The model heightens the value of the talent of citizens as a key driver of economic growth. By merging workforce development strategies, NOLABA better ensures employer access to a skilled and reliable workforce and worker access to career paths creating family supporting wages.
- **Place-Based:** Strategic neighborhood development strategies promote and support economic development in commercial corridors that have struggled to redevelop in the city's post-Katrina economy: Districts A & B (i.e., Hollygrove, Gert Town, Mid-City), District C (i.e., Algiers) and Districts D & E (i.e., New Orleans East, Gentilly, Lower 9th Ward). NOLABA's new place-based program combines business and industry growth, real estate development, economic development incentives and small business development expertise and capacity building.
- **Resilient:** NOLABA recognizes the implications and opportunities for a city below sea level to target the green economy as a strategic growth sector. The new business model focuses on developing several critical aspects of a thriving green economy: a skilled green-focused workforce; prepared small businesses and businesses owned by people of color; access to incentives to mitigate investors' risk; and providing a real-time laboratory for product development in the emerging green economy.

Ultimately, the NOLABA's new business model leverages the power of effective collaboration and partnership by providing a platform for innovation and giving local government, investors, foundations, financial institutions, business and industry leaders, and social entrepreneurs a dynamic vehicle to address issues of equity and sustainability through market-based approaches.



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NOLABA is an Equal Opportunity Employer

New Orleans Business Alliance (NOLABA) provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws. NOLABA complies with applicable state and local laws governing non-discrimination in employment in every location in which the organization has facilities. This policy applies to all terms and conditions of employment, including, but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training.

NOLABA expressly prohibits any form of unlawful employee harassment based on race, color, religion, gender, sexual orientation, national origin, age, genetic information, disability, or veteran status. Improper interference with the ability of NOLABA employees to perform their expected job duties is absolutely not tolerated.

All NOLABA employees are subject to the Organization's Public Records Policies and Procedures.

CONTACT INFO / JOB LOCATION

New Orleans Business Alliance

935 Gravier St., Ste. 2020

New Orleans, LA 70112