



DIRECTOR OF COMMERCIAL OUTREACH

Department:	Civic Engagement	Job Code:	9649
Grade:	24	Shakman Status:	Exempt
Hiring Process:	Exempt	FLSA Status:	Exempt

Job Summary

Reporting directly to the Deputy Assessor – Chief Civic Engagement Officer, the Director of Commercial Outreach serves as the in-house community relations advisor regarding the CCAO's approach and response to various small business and other commercial real estate matters and works with the various CCAO departments, other elected offices, and non-governmental organizations to coordinate and communicate the CCAO's policy. The Director of Commercial Outreach conducts research and advises the office related to various community initiatives. They also recommend strategies and provides information to the Assessor, Chief Deputy Assessor and Deputy Assessor- Chief Civic Engagement Officer to assist in setting policy and making decisions concerning various initiatives that affect commercial property owners (such as valuation, legislation, or data gathering methods).

Essential Job Duties

- Liaises with community-based organizations, including chambers of commerce, tenant-, and homeowner-associations, and others involved in the creation and maintenance of residential and commercial real estate, including builders, developers, managers, financiers, and regulators.
- Identifies key leaders and partners in the business community who could add valuable insights into the work of CCAO and advance our message. In partnership with members of the Valuations team, they will convene regular discussions with this group which will provide feedback to the CCAO on its policies and procedures.
- Assists the Chief Policy Officer in the development of legislative initiatives as needed and contributes to the CCAO's response on pending legislation that may affect the County.
- Meets regularly with Valuations staff to ensure knowledge of current processes, policies, and procedures.
- Attends meetings to gain feedback and give presentations on CCAO work to the business and civic community where needed.

- Serves as spokesperson for CCAO on commercial property matters during hearings or other governmental meetings when needed.
- Works with the Data department to create opportunities for data-sharing (RPIE, etc.) with commercial property stakeholders and increase adoption of CCAO processes for data-sharing.
- Attends weekend and evening meetings with internal and external stakeholders as will be frequently required.

Knowledge, Skills, and Abilities

- Knowledge of CCAO operations, procedures, policies, practices, and guidelines, or the ability to gain such knowledge.
- Knowledge of CCAO procedures related to CCAO operations, functions, activities, and the property tax system, or the ability to gain such knowledge.
- Knowledge of Cook County and Chicago area civic community.
- Knowledge of Cook County and Chicago area commercial real estate industry, its developments, trends, and key stakeholders and community leaders.
- Knowledge of commercial real estate appraisal methodologies, or the ability to gain such knowledge.
- Ability to build relationships with diverse stakeholders.
- Strong verbal and written communications skills.
- Ability to converse knowledgeably and communicate effectively in writing on financial matters and address complex financial questions and issues both in the moment and with forethought.
- Ability to work with others; excellent interpersonal skills in dealing with numerous individuals from various organizations as well as co-workers.
- Ability to lead and cooperate on team projects.
- Knowledge of political processes in State and County government.
- Ability to digest and explain complex financial documents.
- Skilled in dealing with the needs of legislators, elected officials, and key stakeholders in the civic and business community.
- Ability to simultaneously manage multiple projects effectively.
- Must be computer literate, with skill and efficiency in entering and retrieving data, and possess the ability to utilize CCAO systems and databases.
- Working knowledge of CCAO's Employment Plan, Employee Handbook, and any applicable collective bargaining agreement(s).
- Proficiency with Microsoft Suite (Word, PowerPoint, Excel and Teams).

The duties listed are not set forth for purposes of limiting the assignment of work. They are not to be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work

Minimum Qualifications

- Graduation from an accredited college or university with a bachelor's degree in Economics, Business Administration, Public Policy, Public Administration, Political Science, Real Estate Appraisal/Valuation or related field.
- Seven (7) years of experience working in a real estate, government, public policy, finance, philanthropy or nonprofit setting.
- One (1) year of work experience managing or supervising other employees and/or interns.
- Valid driver's license and minimum auto liability insurance coverage

Physical Requirements

- Visual acuity to review and edit written communications for long periods of time.
- Walking between offices and buildings may be required.
- Repetitive use of hands to handle and/or operate standard office equipment.
- Regular use of a telephone to communicate.

COOK COUNTY ASSESSOR'S OFFICE IS AN EQUAL OPPORTUNITY EMPLOYER

Last modified: January 23, 2023