



Office of Human Resources  
Revenue Development Partner Manager - CA3253  
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### General Statement of Duties

Manages, coordinates, and controls revenue development programs in specialized areas such as sponsorship, ticketing, or other areas, at city facilities which includes oversight and expertise of programs by implementing work plans based on annual goals and the strategic plan, resolving citizen, operational, and management issues, and achieving goals while ensuring resources are used appropriately and aligning with city business development strategies and priorities.

### Distinguishing Characteristics

This classification is part of the Revenue Development class series. This classification is responsible for management oversight of multiple employees, responsibility for financial functions and budgets, is responsible for setting and maintaining goals, and has responsibility for extensive client contact. Positions in this class have some degree of responsibility for business development and revenue generation and have general decision-making authority. The class series consists of:

- Revenue Development Partner Associate
- Revenue Development Partner Senior
- Revenue Development Partner Specialist
- Revenue Development Manager

### Level of Supervision Exercised

Manages a work group within a division by supervising supervisors and/or individual contributors.

### Essential Duties

Manages strategy, planning, and execution, and drives marketing business development integration across strategy and tactics, through collaboration with cross-functional partners.

Manages internal and external business development and business stakeholders.

Supports and encourage professional development across the business development team through mentoring and peer-to-peer coaching.

Supports the delivery of business volume and revenue objectives. Participate and contribute to portfolio and brand strategy sessions and assesses sponsorship opportunities for strategic brand fit.

Leads business development planning meetings and provide recommendations on new or recurring opportunities.

Leads asset reviews, business development strategy execution, and post analysis for all partnerships. Leads post-analysis, including contractual asset review, asset valuation, and return on investment modeling. Collaborate with staff and external sponsor partners on post-analysis reporting.

Manages functional and/or operational area(s) within a division. Represents the section's positions, initiatives and interests with a focus on the delivery of superior customer service; ensures staff is sufficiently knowledgeable and dynamic regarding customer service protocols and performance expectations.

Implements initiatives, and achieves goals, objectives, and key performance indicators (KPIs) for the section. Optimizes performance of the section by meeting or exceeding the established KPI performance benchmarks.

Organizes and applies section's standards, procedures, systems and guidelines.

Implements policies, programs, operating procedures and practices for the section and effectively manages operating costs. Ensures all budgets remain at or below established targets.

Coaches, mentors, and challenges staff. Champions continuous improvement, including devising new strategies and new opportunities. Leads staff development initiatives that include training, development, and succession planning.

Develops goals, documents performance, provides performance feedback and formally evaluates the work of the employee; provides reward and recognition for proper and efficient performance. Assists staff to achieve performance standards and identifies opportunities for continual improvement to performance standards.

Fosters an atmosphere of innovation in order to challenge the organization to think creatively, especially as it relates to positive citizen and customer experience opportunities.

Performs other related duties as assigned.

Any one position may not include all the duties listed. However, the allocation of positions will be determined by the amount of time spent in performing the essential duties listed above.

### Competencies

Delivering Results - Sets high standards for quality, quantity, and timelines. Focuses on customer needs and satisfaction. Consistently achieves project goals.

Influencing - Collaborates with, persuades and influences others.

Coaching - Provides others with clear direction, motivates, and empowers. Recruits staff of a high caliber and provides staff with development opportunities and coaching.

Deciding and Initiating Action - Takes responsibility for actions, projects and people; makes quick, clear decisions which may include tough choices, after considering risks.

Client Orientation – Applies quality management principles and processes for delivery of high-quality products and service(s) within a functional area, meets routine demands of internal and external customers/stakeholders, and strives for continuous improvement.

### Knowledge & Skills

Knowledge of principles and methods for showing, promoting, and selling products or services. This includes marketing strategy and tactics, product demonstration, sales techniques, and sales control systems.

Knowledge of media production, communication, and dissemination techniques and methods. This includes alternative ways to inform and entertain via written, oral, and visual media.

### Education Requirement

Bachelor's Degree.

### Experience Requirement

Five (5) years of experience in professional sales, business development, account management, or related work, including one (1) year in a supervisory role.

**Education & Experience Equivalency**

Two (2) years of the appropriate type and level of experience may be substituted for each required year of post-high school education.

Additional appropriate education may be substituted for the minimum experience requirements.

**Licensure & Certification**

None

**Working Environment**

Pressure due to multiple calls and inquiries.

Subject to many interruptions.

Subject to varying and unpredictable situations.

**Level of Physical Demand**

2-Light (10 - 20 lbs.)

**Physical Demands**

(Physical Demands are a general guide and specific positions will vary based on working conditions, locations, and agency/department needs.):

Sitting: remaining in the normal seated position.

Talking: expressing or exchanging ideas by means of spoken words.

Hearing: perceiving the nature of sounds by the ear.

Lifting: raising or lowering objects weighing no more than 20 pounds, from one level to another.

**Background Check Requirement**

Criminal Check

Employment Verification

Education Check

**Assessment Requirement**

None

**Probation Period**

Six (6) months.

**Class Detail**

**Pay Grade:** A-815

**FLSA Code:** Y

**Established Date:** 2/23/2020

**Established By:** CW

**Revised Date:**

**Revised By:**

**Class History:**