



The Indy Chamber's mission is to drive economic growth in Central Indiana by bringing job and investment opportunities to the region, advocating for a pro-growth business climate, and connecting businesses to resources and each other.

Title	Manager of Business Intelligence	Exempt
Reports to	Research Director	Date last revised: 5/7/2018
Supervises	Not applicable at this time.	
Summary	<p>This position contributes to Chamber goals of membership, community, revenue, and relationship growth by providing research services, proactively and reactively, to address the needs of customers and foster the attraction of new businesses to the region.</p> <p>The Manager of Business Information is a highly visible representative of the Chamber and must display an exemplary manner of business and professionalism at all times.</p>	
Evaluation of performance	Performance will be evaluated based on meeting the requirements of the job description; meeting specific goals and performance metrics for the position; working according to all policies and standards set by the Chamber; and consistently demonstrating established Chamber values.	
Performance metrics	Performance metrics for this position will be established annually based on: Adherence to deadlines and budgets; meeting assigned scorecard goals; positive feedback from customers; attendance at required events and meetings.	
Key outcomes expected	<p>Ensures that the work of the Chamber is supported by providing research services for Chamber staff, local economic development organizations (LEDOs) and other regional partners, site selection consultants, companies exploring relocation to the Indianapolis region, and other customers.</p> <ul style="list-style-type: none"> • Leads business intelligence and talent attraction research efforts associated with the Accelerate Indy initiative. • Assists with the completion of client response documents in conjunction with the Indy Partnership research, sales, and project management teams. • Responds to routine research requests about the region. • Assists with collecting data and information for Indy Partnership marketing materials, in-house collateral, and website. • Assists with keeping existing publications current and creating other information resources as appropriate. • Assists with asset mapping and determining future research needs in conjunction with the Research Director and Chief Economic Development Officer. • Responsible for building and maintaining strong relationships with research partners throughout the region including serving on committees for data initiatives. • Interprets research data and draws conclusions about implications for the region. 	



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	<ul style="list-style-type: none"> • Communicates with LEDOs as necessary to foster understanding of data and data sources. • Provides support on Indy Chamber and Indy Partnership projects and initiatives as assigned.
Critical skills, knowledge, and behaviors	<p>Able to manage an overall process of a department or division, including:</p> <ul style="list-style-type: none"> • Setting and meeting schedules • Demonstrates effective verbal, written, and e-mail communication skills. • Demonstrates effective interpersonal skills; must be able to effectively communicate with a variety of individuals with diverse backgrounds, education, economic levels, and roles within an organization. • Demonstrates strong presentation skills. • Demonstrates effective conflict management skills. • Able to negotiate with and influence others. • Demonstrates customer service orientation with both internal and external customers. • Able to think logically and analytically. • Proactive in anticipating and alerting others to problems with projects or processes. • Highly detail orientated and accurate. • Takes initiative and needs little supervision. • Able to prioritize, organize tasks and time, and follow up. • Performs responsibilities efficiently and timely. • Able to juggle multiple requests and meet multiple deadlines. • Works well in a team environment and as part of a team. • Proficient in basic computer skills, i.e. Microsoft Word, Excel, Internet usage (e-mail). • Demonstrates proficiency in basic mathematics. • Demonstrated familiarity with the Greater Indianapolis area, significant companies, and individuals of influence and leadership.
Experience, education, degrees, licenses	<p>B.A./B.S. in library/information science, statistics, economics, business, public affairs, or a closely related discipline. Master's or other advanced degree preferred. Minimum 3-5 years experience in economic development or related field.</p>
Physical demands	<p>Must be able to work proficiently with computers and other office equipment. Some travel is necessary.</p>
Work environment	<p>Daily work is performed in an office environment. Work is sometimes conducted before and after traditional business hours (i.e. 8-5).</p>
Received	