



Job Title: **Business Services Advocate**

Department: Finance

Status: Full-time

Salary Range: \$55,678-\$63,319

Job Description: See below

Candidates should submit cover letter and resume to Human Resources Director Sherry Lewis via email at [lewiss@huntingtonwv.gov](mailto:lewiss@huntingtonwv.gov). They may also apply in person at City Hall, Room 145 – HR Office, or complete the online application at [www.cityofhuntington.com](http://www.cityofhuntington.com). Click on City Government > Employment Opportunities > Apply for a Job > Online Application. Applications/resumes will be received through the close of business on Sunday, 6/14/2026. EOE

### BUSINESS SERVICES ADVOCATE

Job Category: Administrative  
Department: Administration & Finance  
Division: Finance

Job Code No.: FIN-09  
Pay Grade: A17  
FLSA Status: Exempt

#### NATURE OF WORK

This is a highly responsible administrative position involving coordination and liaison responsibilities between businesses, developers, residents, and City departments through the planning, zoning, permitting, licensing, taxation and related administrative processes. Work is performed under the direction of the Assistant Finance Director.

#### MINIMUM QUALIFICATIONS & SPECIAL REQUIREMENTS

- Graduation from an accredited four-year college or university with course work in business administration, finance, public administration, or related field required; master's degree preferred; minimum of five (5) years of progressively responsible experience in administrative operations, customer relations, or related field; or any equivalent combination of education and experience.
- Valid driver's license from state in which employee resides.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Develops, manages, and maintains relationships with businesses, developers, community organizations, and stakeholders within the City of Huntington.
- Educates new business owners and developers about all aspects of the permitting and licensing process.
- Collaborates with departments and staff involved in permitting, licensing, planning, zoning, inspections, and related processes, serving as a primary point of contact for businesses and developers.
- Assists with organizing, improving, and streamlining processes related to permitting, licensing, registration, and customer service in collaboration with applicable departments.
- Assists with the development and administration of customer service procedures, protocols, and communication standards for the Finance Division.
- Answers correspondence and meets with businesses, potential business owners and developers interested in conducting business within the City of Huntington.
- Researches and recommends sustainable development practices and incentive opportunities that support quality development consistent with administrative goals and the Comprehensive Plan.
- Encourages business development standards that meet the requirements of the City and encourages innovation in business development.
- Maintains a relationship with non-profit agencies, government programs and philanthropic organizations focused on assisting entrepreneurs/small businesses.
- Works closely with external partners to maintain and grow Huntington's entrepreneurial ecosystem.

- Interprets and applies federal, state, county, and municipal policies, laws and regulations.
- Prepares and presents reports, recommendations and studies to city staff, City Council at public hearings and meetings, and to private agencies and groups.
- Assists with the development and maintenance of communication plans, educational materials, forms, website content, and other informational resources to support business services and public outreach.
- Provides administrative, operational, and project support for special initiatives, interdepartmental projects, and division priorities as assigned.
- Assists with a wide variety of administrative and operational functions in support of departmental and City objectives.
- Promotes courtesy and professionalism throughout the City of Huntington.
- Other duties as assigned.

#### NECESSARY KNOWLEDGE, SKILLS AND ABILITIES

- Demonstrated general understanding of City ordinances, policies and procedures related to all aspects of business development, including planning, zoning, permitting, licensing, fees and taxes.
- Considerable knowledge of the principles and practices of public and business administration, including strong research and information retrieval skills.
- Ability to coordinate projects and collaborate effectively with staff across multiple departments.
- Ability to develop and implement administrative procedures and operations related to programs and to evaluate their efficiency and effectiveness.
- Ability to attend public hearings and meetings after normal business hours.
- Ability to exercise sound judgment in applying and interpreting City policies, procedures, ordinances, and regulations.
- Ability to express ideas clearly and concisely, both verbally and in writing.
- Ability to establish and maintain effective working relationships with City officials, employees and the general public.
- Ability to handle confidential information and matters in a discreet and professional manner.
- Demonstrated initiative, adaptability, professionalism, and the ability to manage changing priorities and a wide variety of assignments and responsibilities.

#### TOOLS AND EQUIPMENT USED

Motor vehicle, telephone, computer, calculator, copy machine and fax machine.

#### PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects and to reach with hands and arms. The employee is frequently required to sit, stand, walk, talk, see, hear and smell. The employee may occasionally lift and/or move up to 25 pounds.

#### WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderately quiet in the office and moderately loud while performing field work.

#### SUMMARY

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.