

Northern Liberties Business Improvement District (NLBID)

JOB DESCRIPTION: Business Services Coordinator

About NLBID and the Neighborhood: The Northern Liberties Business Improvement District (NLBID) was established in 2018 to provide supplements to the municipal services to the City of Philadelphia; maintain a safe, clean and vibrant commercial district for the benefit of all users; create opportunities for the business and residential communities to make improvements in the district; and develop and implement programs and services that ensure Northern Liberties continues to be a desirable place to live, shop, invest, and visit.

NLBID encompasses the main commercial streets of Northern Liberties, including North 2nd St from Callowhill Street to Girard Avenue, five blocks of Spring Garden Street, a portion of North 3rd Street, the intersection of 4th and Brown Streets, as well as impacted cross streets. Please see our social channels and website for more information: <https://www.explorenorthernliberties.org/>.

About the Business Services Coordinator Position: NLBID seeks an organized, people-oriented, and highly responsive individual to support our day-to-day constituent services work. This role serves as the primary point of contact for property owners, business owners and residents seeking assistance related to NLBID services, programs or neighborhood concerns.

This position is ideal for someone who enjoys problem-solving, relationship-building, and navigating city systems to help stakeholders get answers and resolve issues efficiently. The Coordinator will help ensure constituent concerns are tracked, routed, and followed through—while also supporting NLBID business assistance programs, outreach, and service communications.

This position reports to the Executive Director and works closely with BID contractors, City partners, and the Board as needed.

Key Responsibilities:

1. Outreach, Relationships & Community Engagement

- Build and maintain relationships with business owners, managers, property owners, and residents.
- Systematically canvass the district to:
 - Check in with businesses
 - Share BID updates, programs, and events
 - Gather feedback and photos
 - Identify emerging trends and concerns
- Serve as the primary point of contact for NLBID-related questions regarding services, programs, and neighborhood concerns.

- Support equity and inclusion in outreach by identifying under-represented groups and language access needs.

2. City & Agency Navigation

- Act as a liaison between stakeholders and City departments (Streets, CLIP, Commerce, Licenses & Inspections, Police, Parks & Rec, OTIS, etc.).
- Support businesses navigating permitting and licensing processes (outdoor dining, sidewalk cafés, signage, events, loading zones, restaurant plan review, etc.).
- Maintain a directory of key City contacts and a simple guide to “who does what.”

3. Program & Grant Administration (NLBID Incentives + City/State Programs)

- Serve as the day-to-day contact for internal NLBID programs such as:
 - Sidewalk Replacement Grant
 - Façade Beautification Program
 - Graffiti removal support
 - Associate Memberships (for businesses outside boundaries)
- Help applicants understand eligibility, deadlines, and requirements.
- Assist with intake and application prep (checking completeness, verifying documentation, assembling review packets).
- Coordinate before/after photos, sign-offs, and reimbursement steps.
- Track program metrics (applications, dollars awarded, geographic spread, project types).
- Maintain a catalog of external grants/incentives and proactively share opportunities with relevant businesses.

4. Communications & Storytelling (Service-Focused)

- Maintain an accessible FAQ for common constituent questions.
- Draft service-oriented communications (e.g., “How to use the sidewalk grant,” “What to do if you see graffiti,” “Construction impacts & detours”).
- Support communications and coordination related to NLBID projects and programs.

Position Details:

- **Type:** Contract
- **Pay:** \$25/hour
- **Hours:** 20–25 hours per week (hours may vary week to week based on needs and active projects)

Office Location: This position requires regular in-person work at the NLBID Office (Indy Hall, 709 N 2nd Street in Philadelphia) and around the NLBID District. The selected candidate may work with the Executive Director to set a hybrid schedule after 90 days.



Attendance may also be required at meetings and/or events in other locations from time to time, mostly within Northern Liberties or elsewhere in Center City Philadelphia.

NLBID values diversity and is an equal opportunity employer. Interested candidates should send a cover letter, resume, and writing samples to sydney@explore northernliberties.org by Friday, February 27, 2026.