

## Commercial Real Estate and Operations Manager

The [Shaker Heights Development Corporation](#) (SHDC) is a nonprofit community improvement corporation dedicated to enhancing commercial development in the City of Shaker Heights with a focus on inclusive economic growth, neighborhood vitality, and long-term tax base expansion. Founded in 1981, SHDC partners closely with the City of Shaker Heights to lead initiatives such as commercial property redevelopment, small business support, and place-based revitalization efforts—most notably in the Chagrin-Lee commercial district. It also manages The Dealership coworking space and the Shaker Lee Development Fund (SLDF), a community-based investor group that invests in creating attractive and affordable commercial spaces and intends to create opportunities for local and minority-owned businesses. SHDC is a mission-driven, collaborative organization committed to building a more vibrant, equitable, and economically resilient Shaker Heights.

### Main Responsibilities:

- Manage SHDC's and SLDF's commercial properties, including marketing, tenant relationships and recruitment, and maintaining buildings. Some specific duties include:
  - Assist with all facets of leasing properties, preparing financial models and pro formas to support property management, marketing, and tenant recruitment decisions including but not limited to:
    - Create marketing collateral for tenant recruitment
    - Schedule and supervise repairs and maintenance
    - Show available spaces to potential tenants and assist with leasing
    - Work with property management to collect rent, reduce delinquencies and keep track of payments
    - Assist with accounting and bookkeeping
    - Inspect properties regularly to make sure they are in good condition
    - Work with tenants to solve any issues or concerns
- Help secure funding for real estate development projects and programming from banks, foundations, government programs, and other sources. Additional fundraising sourcing will include investor contributions to SLDF, a private investment fund managed by SHDC
- Collaborate with City's Economic Development department on:
  - Attracting new businesses and supporting existing ones, with primary focus on Chagrin-Lee District
  - Enhancing and facilitating business association meetings and activities in both the Greater Van Aken and Chagrin-Lee business districts
  - Neighborhood placemaking, events and activations
- Oversee daily operations at the Dealership, including management of coworking memberships, tenant relationships, event space rentals and common spaces. including:
  - Serve as the first point of contact for tenants, co-working members, visitors, and community members

- Answer phone calls and provide members, visitors, and community guests with information related to the Dealership
  - Sign up new co-work members and help them get setup
  - Schedule events and meeting room bookings for members, nonmembers and community groups
  - Administration duties as assigned
  - Assist members with technology issues related to printing, booking conference rooms, keyless entry system and printing issues
  - Work in coordination with the property manager to handle all building maintenance needs
- Assist Executive Director in establishment of a Special Improvement District in the Chagrin-Lee commercial district
- Prepare communications and marketing materials, including shared management of SHDC's social media accounts and website, newsletters, and more
- Represent SHDC at community meetings, partner events, and public presentations
- Staff and coordinate SHDC committees and SLDF board meetings

Salary starts at \$55,000, commensurate with experience.

Benefits include: Medical, dental and vision coverage, flexible spending accounts, Wellness Rewards Program and use of the City of Shaker Heights recreation facilities.

#### **Why Join SHDC:**

SHDC offers a unique opportunity to be part of a team leading transformative, community-driven economic development in Shaker Heights. Staff contribute meaningfully to projects that support local businesses and revitalize key commercial corridors in partnership with city leaders and community stakeholders.

- **Make a Lasting Impact:** Help shape the future of Shaker Heights by advancing inclusive economic development and empowering historically underinvested neighborhoods.
- **Collaborative & Mission-Driven Culture:** Work alongside passionate professionals, city officials, and community partners in a supportive, high-impact nonprofit environment.
- **Lead Innovative Projects:** Play a hands-on role in redevelopment efforts, small business support programs, and property investment strategies that strengthen the city's economic resilience.
- **Accelerate Your Career Through Strategic Exposure:** This role is ideal for candidates looking to gain experience in real estate development strategy. You'll contribute to market research, development project coordination, and property investment planning—skills that extend beyond daily operations. The breadth of responsibilities offers diverse skill-building prospects, making this an excellent opportunity for future leadership in the field.

Please submit resume and cover letter to Callie Cripps, Executive Director at [callie.cripps@shakerdevcorp.com](mailto:callie.cripps@shakerdevcorp.com) with "Application for Position" in the subject line. No phone calls please. Position will remain open until filled. *SHDC is an equal opportunity employer and is committed to building a diverse and inclusive team. We welcome applicants of all backgrounds, identities, and experiences.*