

EXTERNAL JOB POSTING



ECONOMIC DEVELOPMENT

Position:	Business Advisory Centre Coordinator		
Type:	Permanent, full-time 35 hours/week	Location:	PKED Offices (270 George St. N., Peterborough)
Salary:	\$50,000/yr. (Includes Health & Dental Benefit Package, OMERS pension plan, 3 weeks vacation, Employee Assistance Program, Parking pass)	Posting Date:	June 12, 2023
		Closing Date:	July 3, 2023

Peterborough & the Kawarthas Economic Development (PKED) is a non-profit corporation responsible for the delivery of economic development and tourism services on behalf of the City of Peterborough and County of Peterborough. We play a leadership and strategic role in developing the economic capacity of the Peterborough region.

PKED operates the Business Advisory Centre (BAC) which is one of 54 Small Business Centres in the Province of Ontario, serving as an entrepreneur's first point of contact with the business support community. Services, consultations, tools and resources are offered free of charge in order to help start-ups and small businesses succeed.

We have a team of dynamic professionals who offer economic expertise that identifies growth opportunities, provides services to existing ventures, and attracts new companies and visitors by sharing the region's competitive advantages.

POSITION SUMMARY

Reporting to the Manager, Business Advisory Centre (BAC), the Business Advisory Centre Coordinator provides administrative support to the BAC which is one of 54 Small Business Enterprise Centres in Ontario funded by the Ministry of Economic Development, Job Creation and Trade (MEDJCT). Services, consultations, tools and resources are offered free of charge in order to help start-ups and small businesses grow and succeed within the region.

The BAC Coordinator assists the Manager to meet the guidelines set out by the MEDJCT to support new entrepreneurs and small businesses within the region. Playing a critical supporting role, this position also provides frontline services and administrative duties for the daily operations of the BAC.

The expected outcomes of this role are to meet the objectives of the Agreement with MEDJCT by supporting new business which will ultimately generate high-value jobs in the Peterborough & Kawarthas region.

EXTERNAL JOB POSTING

Business Advisory Centre Coordinator

RESPONSIBILITIES

Administration & Entrepreneurship Support: 70%

Support the BAC to meet MEDJCT deliverables by providing the first point of contact and strong customer service for entrepreneurs.

- Assist and direct initial inquiries to BAC programs, startup services or relevant entrepreneurial ecosystem information.
- Follow-up on general inquiries to determine next steps and identify any challenges or opportunities to be addressed.
- Research small business trends that may impact small business and the regional economy.
- Compile client feedback from consultations and programs to compile info on marketing effectiveness, satisfaction levels for services provided and opportunities/challenges being faced by clients.
- Evaluate data from the MEDJCT and other Provincial sources regarding trends in entrepreneurship.
- Support the development of BAC resources and tools, online modules, and print/digital materials as required.
- Provide BAC event and workshop support including: event coordination, set-up, tear down, graphic creation, Zoom meeting creation, Eventbrite and registration.
- Provide support services as required to the Manager, BAC in the delivery of programs.
- Assist in processing Client Agreements along with associated financial forms and program documentation (when required) to ensure program payment is received and reporting is accurately tracked.
- Support the roll out of the annual marketing and communications plan, presentations, website, publications, etc.
- Share news with SBEC Ontario members, post questions and client inquiries in the SBEC Ontario Slack channel as required on behalf of BAC.
- Conform to all PKED corporate policies and procedures as well as internal tracking systems.

Client Information Management:

- Track client interactions and contact information/profile information in CRM system following inquiries and consultations.
- Track follow-up information post workshops and programs.
- Track data and information for quarterly reports.
- Log monthly Enterprise Centre Reporting (ECR) data for Ministry.
- Create and provide regular updates to client profiles and data.

EXTERNAL JOB POSTING

Business Advisory Centre Coordinator

External:	Small business clients	Workshop facilitators
	SBEC Officers	Entrepreneurship Ecosystem Partners
	Government Representatives	

KNOWLEDGE, TRAINING AND QUALIFICATIONS

The incumbent must have proficient knowledge of the following (or the willingness and ability to obtain):

- College diploma or Certificate in business administration, entrepreneurship, commerce or economic development.
- Knowledge of Peterborough City and County's private and public sector is helpful.
- Familiarity with government programs and funding sources specific to small business is preferred.
- Experience in creating presentations and public speaking (either in-person or virtually) and to multiple audiences is an asset
- Competent computer skills, with solid understanding of Microsoft Teams, Outlook, Excel, PowerPoint and other MS Office products is required.
- Above average keyboarding skills is necessary.
- Ability to convert data and research into tools, such as presentations, online learning modules and graphics is required.
- Previous experience with WordPress for website updates is desirable.
- Project management experience and use of Microsoft Planner is an asset.
- Experience using a Customer Relation Management system or similar experience with data entry is an asset.
- Extensive understanding of social media platforms (Twitter, Instagram, Facebook, and LinkedIn) is required.
- Valid Class G driver's license and reliable vehicle is required.

SKILLS AND COMPETENCIES

- Exceptional ability to maintain discretion and confidentiality.
- Strong networking and relationship building skills.
- Ability to manage fluctuating workloads and prioritize projects to meet funding obligations.
- Time management skills and ability to work under tight deadlines.
- Ability to deal with frequent interruptions and competing priorities.
- Attention to detail for converting data and research into tools, such as presentations, online learning modules and graphics.
- Excellent communication and presentation ability.

EXTERNAL JOB POSTING

Business Advisory Centre Coordinator

- Strong collaborations skills and ability to work effectively in group projects.
- Ability to research solutions and provide responses to inquiries in a timely and professional manner.

WORKING CONDITIONS

Most work activities take place in a climate-controlled office environment. Some regional travel may be required to meet with business owners and to attend networking events. Work activities require visual and mental concentration for intermediate durations of time. Standard office hours, Monday through Friday, with occasional extended hours for workshops, meetings or event attendance. Occasional lifting and carrying of items weighing less than 30 lbs (i.e., trade show booth materials).

Please send your application (PDF or Word document) to Barbara van Vierzen, Director of Operations at recruitment@investptbo.ca by July 3, 2023.

Peterborough & the Kawarthas Economic Development is an equal opportunity employer. Accessibility accommodations are available for all parts of the recruitment process, but applicants need to make their needs known in advance. Information is collected solely for the purpose of job selection under the provisions of the Freedom of Information and Protection of Privacy Act.

Thank-you to all applicants. Only those selected for an interview will be contacted.