INDIGENOUS BUSINESS ADVISORY PROGRAM ADMINISTRATOR

We invite you to join the ITO Team

Indigenous Tourism Ontario (ITO) is the province’s first and only dedicated Indigenous tourism organization that focuses on uniting communities, Indigenous organizations, and industry leaders to support the growth of Indigenous tourism in Ontario. In 2021 ITO finalized its Strategic & COVID-19 Recovery Plan, which involved stakeholder engagement with its key partners. When asked about the greatest opportunities for growing the industry, the most common response was capitalizing on the increasing demand for Indigenous tourism while focusing on domestic markets and moving away from mass tourism. The only way this can happen is if ITO’s members are equipped, trained, and well-supported. ITO recognizes that all their member businesses have been impacted by the pandemic in some way, some significantly. Building on ITO’s earlier business support programs and keeping with our Guiding Principle of utilizing an innovative grassroots approach, ITO is continuing to offer IBA support by providing business and tourism industry experts to deliver Business Support under the IBA Program 2.0.

The Role

The ITO Program Administrator will be responsible for coordinating ITO’s training and capacity building programs under the 3 Fires Collaborative Quest project. This role is also responsible for coordinating and recruitment of ITO members into the program.

Location

Northern and Southern Ontario (Remote with the possibility of some travel across the region). Compensation for travel will be administered under ITOs Travel Policy and CRA 2021 guidelines.

Hours: Full time, 40 hrs week 9AM-5PM EST with some Flex.
This is a contract position from July 1st, 2021 to January 31st 2022.

Environment: Work From Home (Remote)

Responsibilities

- Lead coordination of Indigenous Business Advisors (IBAs) and participating member training, including scheduling, documentation and course completion requirements. Maintain accurate inventories of records for all employees.
- Administrative support for the IBA Program Coordinator and the IBAs
- Contribute to the evaluation of business processes, identify opportunities for improvement, document & communicate business requirements, and work with the IBA Program Coordinator to implement initiatives.
- Back up support for IBAs offering uninterrupted service to the businesses during unforeseen absences.
- Provide support to the IBA Program Coordinator in maintaining collection of deliverables and documentation provided by consultants in support of the IBA Program.
● Maintaining quality documentation and detailed reports in an accessible location for all stakeholders to maintain clear communications and organization.
● Providing quality control and internal audits of program processes and documentation.
● Assist the IBA Program Coordinator in tracking of employee training, timesheets, and sign offs.
● Assist the IBA Program Coordinator in maintaining various document repositories and databases with quality measures, assisting in documentation, reporting and PPT presentations when required for upper management and stakeholders (Funders).
● Work collaboratively with the IBAs, the businesses and employees to contribute to the success of the IBA Program while maintaining a result driven attitude.
● Perform as liaison for the employees, IBAs and the IBA Program Coordinator to maintain uninterrupted communication.

Core Competencies

● Experience working in a role that required minimum supervision and experience working both independently and in a team environment. (1+ year).
● Conscientious, accurate, and reliable when performing and completing job tasks with an Improvement mindset.
● Ability to engage a range of stakeholders and navigate/reconcile conflicting viewpoints.
● Self-starter who displays energy and enthusiasm while maintaining a high level of productivity and self-direction.
● Effective communication skills (both written and verbal) by organizing and delivering information appropriately.
● Goal oriented and able to think critically. Meets expectations and honors commitments.
● Adheres to organizational policies and procedures, including maintaining confidentiality.
● Uses sound judgement to make good decisions based on information gathered and analyzed.
● Practices attentive and active listening; has the patience to hear people out.
● Experience working in a role that required resources to manage time-sensitive project deadlines. (1+ year).
● Experience with CRM, MS Office, Meeting Platforms Google Meets, Zoom and Task management software such as Asana.
● Proposed resource must have access to reliable internet and wifi connection for Cloud based applications and software.

Qualifications

● Bachelor's degree or directly related education or experience.
● Experience in business analysis and marketing.
● Experience in Project Management terminology and processes.
● Experience developing and delivering high quality written and oral communications.
● Experience with Business Advisory support to First Nations, Inuit, Metis, and visible minorities.
● Multicultural sensitivity AND/OR experience working with Indigenous groups include First Nations.
Nice To Have Skills

- Experience assessing applications for grants or proposals. (1+ year)
- Experience working with guidelines, policies, and/or procedures. (1+ year)
- Experience conducting research and/or analysis. (1+ year)
- Experience conducting research and/or analysis. (1+ year)
- Financial experience with budgets and consultant invoicing.

Diversity and Inclusion

Indigenous Tourism Ontario (ITO) is committed to increasing representation and diversity in our workplace. We have signed on to the 50-30 Challenge whose goals are gender parity and significant representation of other under-represented groups. ITO works to improve the socio-economic status of Indigenous Peoples through tourism including providing employment opportunities throughout the industry and within our organization. Diversity at ITO means fostering a workplace in which individual differences are recognized, appreciated, respected, and responded to in ways that fully develop and utilize each person’s talents and strengths.