



## Indigenous Business Advisor

### 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 2020 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 focussing 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 earlier iterations of the IBA Program and keeping with our Guiding Principle of utilizing an innovative grassroots approach, ITO is continuing to offer business support from industry experts as part of the [Three Fires Collaborative Quest Program](#).

### The Role

The **Indigenous Business Advisors (IBAs)** will

- a) deliver new and custom-designed training workshops to Indigenous tourism front-line employees, supervisors and business owners (training will be provided)
- b) support Indigenous tourism operators who are members of ITO through the delivery of a proprietary assessment-mentoring-coaching program

We are seeking multiple individuals from across Ontario who can work directly with our members.

The position reports to the Indigenous Advisor Program Coordinator.

This is a contract position beginning in August, 2021 (date tbc) and ending March 31, 2022.

**Who can apply:** ITO is seeking individuals from across Ontario, residing in or with knowledge of Indigenous Communities and various regions across all of Ontario.

**Hours:** 40 Hrs/Week 9 AM – 5 PM with some flex hours

**Location:** Ontario, remote (WFH), some travel required

**Compensation:** Based on qualifications and experience

### Responsibilities

- Deliver a pre-packaged business support program to engaged ITO members.
- Evaluate business processes, identify opportunities for improvement, document and communicate suggestions and requirements, and support the implementation of initiatives.



- Provide guidance to business operators as needed, with regards to financial, operational and marketing needs, supported by ITO and its partners
- Create and maintain documentation as directed and required by ITO and its partners
- Participate in training provided by ITO and OTEC
- Provide one-on-one coaching, support, and resources to ITO members as assigned.
- Research, learn and adapt to new technologies, relevant to industry standards and best practices.
- Use the tools, methods and processes put in place by ITO including Dropbox, Gmail, Google Calendar and email communication methods representing ITO in a professional manner.
- Visit businesses, provide advisory services, and provide updates to ITO Management as required; document activities and interactions and keep accurate records.
- The IBAs will follow provincial and regional Covid-19 protocols when planning their business assessments.
- Other duties as required.

### Core Competencies

- Ability to engage a range of stakeholders and navigate/reconcile conflicting viewpoints.
- Adheres to organizational policies and procedures, including maintaining confidentiality.
- Conscientious, accurate, and reliable when performing and completing job tasks with an Improvement mindset.
- Expresses and communicates effectively (both written and verbal) by organizing and delivering information appropriately.
- Goal oriented and able to think critically.
- Meets expectations and honors commitments.
- Openly accepts constructive feedback, learns from mistakes, and is open to new ideas and concepts.
- Practices attentive and active listening; has the patience to hear people out even when he or she disagrees.
- Respects, seeks to understand, and values individual differences.
- Seen as a truthful individual; fosters integrity and high ethical standards.
- Self-starter who displays energy and enthusiasm while maintaining a high level of productivity and self-direction.
- Takes responsibility, and ownership for decisions, actions, and results.
- Thorough when accomplishing tasks; recognizes all areas involved, no matter how small.
- Uses sound judgement to make good decisions based on information gathered and analyzed.

### Qualifications

#### Must Have

- Candidates must have their own computer, cell phone, and data/internet.
- Adequate and reliable access to wifi internet to complete tasks and offer remote and virtual support.
- Exceptional written and oral communication skills
- Experience in a role providing Business Support services to entrepreneurs.
- Experience in a role requiring the management of time-sensitive project deadlines.
- Experience with Finance, Business Plans, Marketing Plans, Operational Planning and Strategic Planning.



- Experience working with guidelines, policies, and/or procedures. (1+ year).
- Experience in a role that required minimum supervision and working both independently and in a team environment. (1+ year) as a contractor or consultant.
- Ability to use MS Office (Word and Excel) and G Suite (Gmail, Google Calendar)
- **Multicultural sensitivity AND/OR experience working with Indigenous Peoples and groups.**

### Nice to Have

- Experience managing projects from vision setting through implementation.
- Experience assessing applications for grants or proposals. (1+ year).
- Experience in business analysis and marketing.
- Experience as an Indigenous business owner/operator within the province of Ontario.
- Priority will be placed for those identifying as First Nations, Inuit, or Metis.

### Travel

Candidates must have the means to travel as some travel will be required within Ontario. Travel expenses will be reimbursed subject to ITO's Travel Reimbursement Policy and government mandates for mileage compensation.

### 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.