

Burlington Economic Development – Job Description

JOB TITLE: Administrative Coordinator, Economic Development and Tourism Burlington

CURRENT JOB RATING: Competitive salary plus comprehensive benefits (health and dental) and professional development opportunities.

ABOUT BURLINGTON ECONOMIC DEVELOPMENT:

Burlington Economic Development (Burlington EcDev) is an agency of the City of Burlington that exists to promote economic growth in our city.

The team at Burlington EcDev works to attract high-value companies to our city, support the expansion of existing businesses, and encourage the start-up and growth of new companies. During the COVID-19 pandemic we launched new programs to support retailers and small business and these supports continue to be a focus for us today. We work closely with local stakeholders to grow and sustain Burlington's competitive and prosperous community. We work with all levels of government, and act as a liaison with the private sector to advocate and support the growth of our economy. We stay connected with post-secondary institutions to ensure talent, research and subject matter expertise are available and accessible to the business community. We also work in conjunction with the City of Burlington on the Burlington Lands Partnership and develop land partnership opportunities related to economic development, attainable housing, and city-building projects.

In 2017, we launched TechPlace, a one stop destination for new and growing technology companies. We recently celebrated 5 years of operations and we are proud that today TechPlace is an award-winning innovation centre. Featuring almost 10,000 square feet of office and event space, TechPlace is a core part of our strategy for supporting innovation and entrepreneurship locally and the space is home to many innovative programs.

Tourism Burlington is a destination management/marketing organization. Its role is to create great experiences, through day trips and extended stays, meetings and conferences, group travel and sport events. Tourism Burlington is a partnership that facilitates visitors year-round, community and partner economic benefits, and quality visitor experiences.

We provide tools for businesses through tourism ambassador training, an area visitor guide and travel maps, referrals through our website, email and phone inquiries and seasonal promotions. Our organization provides great customer services with our full-service Visitor Information Centre and summer mobile information through events and our "infomobile" in Spencer Smith (waterfront) Park.

POSITION SUMMARY:

This role will be working jointly with Tourism Burlington and Burlington Economic Development to manage day to day administrative elements of both organizations. You will play a direct role in the growth of Burlington's economy by keeping our organizations running smoothly and in Burlington and providing frontline customer service. Reporting to the Executive Director of Burlington Economic Development you'll lead the administrative functions for both organizations. This will include coordinating invoices and monthly credit card reconciliations with the City of Burlington finance department. Training on the new ERP system Workday and updating organizational processes in line with the City of Burlington finance department. Coordinating staff on any necessary paperwork and approvals to be submitted to the City of Burlington payroll department on behalf of both organizations. Supporting the onboarding of new interns on a regular basis. Supporting the Executive Directors of both organizations the management of the boards including preparing board packages, minutes and working with the legal team to ensure both organizations are in compliance with the Ontario Not for Profit Corporation Act. Supporting the Manager of Burlington Lands Partnership with administrative support including budget/invoice support, council reporting, and Burlington Lands Partnership Steering Committee presentations and minutes. Working with the Economic Development and Tourism Teams you will lead the administrative aspects of hosting incoming familiarization tours and delegations including catering and room bookings.

ROLE STRUCTURE:

This is a hybrid position that will allow you to work from home and in our office. You will be required to be in our downtown Burlington office a minimum of three days a week. In-person requirements will vary depending on business needs and time of year, including attending and supporting the Economic Development and Tourism teams in events and day to day customer service. As part of the role, you will be provided with training on organizational strategy, operations and how to address common customers enquiries as our front desk representative. You will be part of a small multifunctional team with the ability to learn about the many aspects of supporting businesses and visitors to Burlington.

SKILLS AND ATTRIBUTES:

- Post secondary training in Business, Administration, Economic Development and/or equivalent workplace experience.
- 3-5 years of relevant experience
- Demonstrated interest in economic development, tourism and supporting Burlington's growth

- Experience in a customer service or sales environment
- Critical problem-solving skills and ability to look at the bigger picture
- Well-developed interpersonal and written communication skills
- Proficiency in the business toolkit: Zoom, MS Teams, Word, PowerPoint, and Excel
- Experience in supporting budgets/invoicing
- Knowledge of council reporting
- Proficiency in Salesforce not required but considered an asset
- Strong organizational skills to prioritize multiple projects simultaneously and meet competing deadlines
- Most importantly, a positive attitude with a willingness to learn and a teamwork-oriented approach to getting stuff done.

CORE RESPONSIBILITIES:

- Lead the administrative aspects of Economic Development and Tourism including the management of financial and HR processes in line with the City of Burlington.
- Support the roll out of the new City of Burlington ERP system Workday within Tourism and Economic Development.
- Work with the Executive Directors of Economic Development and Tourism to manage board communications and administrative functions including the distribution of board packages, preparation of minutes and scheduling of board and committee meetings.
- Undertake training on board administration best practices and bring forward recommendations to the Executive Directors on new processes and improvements.
- Support the Manager of Burlington Lands Partnership with administrative support including budget/invoice support, council reporting, and Burlington Lands Partnership Steering Committee presentations and minutes.
- Communicate with the Mayor's Office and City Council, City of Burlington departments and external partners to coordinate meetings with the boards and executive directors.
- Support the updating and maintenance of Salesforce including inputting Customer Service Requests (CSRs) and regular reporting.
- You will receive training to support with responding to customer service requests that span across our service areas. This will be a unique opportunity to expand your expertise into an economic development and tourism specialty.
- Deliver frontline customer service at our downtown Burlington office to direct business and visitor requests

- Support team members in administrative aspects of hosting Familiarization Tours and business delegations to help sell Burlington as a destination for businesses and visitors.
- Support Executive Directors on special projects including the updating of the Salesforce CRM and board administrative best practices.
- Participate in and support other aspects of Burlington EcDev's economic development and tourism program, as needed.

PERKS AND BENEFITS:

- Comprehensive benefits package including health, dental and enrollment in OMERS pension plan
- Flexible working hours and hybrid office policy
- Professional development allowances for all staff
- Opportunities to attend business events and conferences
- Full access to TechPlace, Burlington's innovation centre
- Exciting opportunities to network with business executives and elected officials while supporting Burlington's economic growth

APPLICATION PROCESS:

Please submit a resume and cover letter to careers@investburlington.ca by midnight on September 22nd. Please include in your cover letter a clear statement on why you're interested in supporting economic growth in Burlington.

MORE INFORMATION:

investburlington.ca

tourismburlington.ca

techplace.ca