

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT
(ECONOMIC DEVELOPMENT & REAL ESTATE DIVISION - SMALL BUSINESS ENTERPRISE CENTRE -
LOCATION - 2 KING ST. W., UNIT 234 - JACKSON SQUARE)

COORDINATOR, SMALL BUSINESS ENTERPRISE CENTRE

SUMMARY OF DUTIES

Reporting to the Manager of Business Development, responsible for the coordination, administration and operation of the Small Business Enterprise Centre. Responsible for small business development in order to generate new assessment and employment in the City of Hamilton together with attracting and retaining new and existing small businesses to the City. Responsible for project management on specific departmental and corporate initiatives such as strategic business plans.

GENERAL DUTIES

Responsible for the administration and operation of the Small Business Enterprise Centre (SBEC).

Plans, organizes, directs and controls the SBEC operations with full accountability for pursuing small business development in order to generate new assessment and employment in the City of Hamilton.

Develops sectional goals, objectives, annual business plans and long range plans consistent with divisional and corporate strategic plans recognizing community needs and availability of resources.

Administers and monitors the operating budgets for the section in accordance with established Corporate and Departmental procedures, ensuring that operations are within budgeted levels, and reported quarterly. Recommends future budget appropriations.

Creates, develops and implements SBEC programming to support and assist small businesses.

Recruits and supervises SBEC support staff, summer and co-op students, as well as contractual placements.

Manages partnerships with private sector, community groups, other government bodies and outside agencies to deliver cost effective services in the most economical manner.

Attends trade shows as a City representative, markets and pursues business opportunities on behalf of the City. Makes presentations on behalf of the section.

Coordinates and supervises the compilation and provision of all business and economic related information and communication resources.

Provides businesses and individuals from within and/or outside the City with demographic, statistical and other economic forecasting information related to all economic activity.

Liaises with other departments and external agencies to collect and analyze demographic and economic characteristics for use in departmental publications. Prepares the annual Economic Review, information and marketing publications and provides support to the Director in preparation of the department's marketing strategy and departmental budget.

Works closely with Provincial and Federal ministries such as Ministry of Enterprise, Opportunity and Innovation, Ministry of Consumer and Business Services and Industry Canada, HRDC for the initiation of programs and grant applications, policies and action that may be of assistance to the business community.

Communicates with community agencies, funders, members of council, consultants, lawyers, Chamber of Commerce, Provincial and Federal Ministries, area municipalities, the media and City staff on an on-going basis regarding small business guidance, advice and resource availability.

Makes presentations to numerous community groups, business, universities, colleges and associations on co-operative joint ventures, current issues and support/services for small business.

Participates on various committees in the community such as Chamber of Commerce, Industry Education Council, EARN, Provincial and Federal programming committees for small business as a representative of the department.

Attracts funding opportunities to the community and the SBEC program.

Provides interpretation of Municipal policies and by-laws, Provincial legislation, statutes and regulations.

Evaluates and reports on the impact of Municipal, Provincial and Federal legislative and policy changes.

Researches, facilitates and coordinates major policy, program and small business development project initiatives, including bringing together key industry leaders and members of Council to formulate long-term economic development strategies.

Monitors and examines market conditions and emerging trends which may impact existing and potential business and make recommendations for action in response to same.

Provides advice and consultative services to potential small business entrepreneurs.

Interacts with and responds on behalf of the City to various local, national and international media.

Works closely with various Provincial and Federal government ministries.

Oversees, prepares, negotiates and coordinates applications for Provincial and Federal funding.

Maintains record of leads and generated activities.

Provides recommendations for targeting specific business sectors based on current environment.

Initiates and champions special projects related to small business development such as sector related marketing and tax policy analysis.

Serves as departmental representative on various interdepartmental, city and provincial boards and committees.

Prepares reports for and makes presentations to Committee and Council as required.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the responsibilities of the position.

QUALIFICATIONS

1. Proven knowledge in Business Development and Marketing normally acquired through the completion of a University Degree in Economic Geography, Urban and Regional Planning, Commerce, Business, Economics or other related discipline or a combination of a Community College Diploma and relevant work experience.
2. Progressively responsible experience working in the economic development field.
3. Analytical, statistical, research, trend analysis and forecasting skills.
4. Demonstrated experience in marketing new business opportunities such as industrial, commercial, small business and investment opportunities and reviewing financial/tax implications as well as understanding loan, grant and joint venture financing.
5. Working knowledge of the Ontario Municipal Act, Planning Act and regulations pertaining to small business.
6. Working knowledge of industrial/commercial/institutional real estate and practices.
7. Must have excellent verbal and written communication skills and ability to relate effectively with peers, all levels of management, business clients, council and the media.
8. Demonstrated ability to communicate effectively with the public and government agencies.
9. Working knowledge of Microsoft Word, Excel and database software applications.
10. Demonstrated ability to manage, supervise and balance a number of projects simultaneously and to meet deadlines is essential.
11. Capable of working independently as well as part of an interdisciplinary team
12. Provision of a vehicle for use on the job.
13. Must possess a Class "G" Driver's Licence.
14. Eligibility for Certified Economic Development accreditation preferred.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.