

CITY OF HAMILTON

PLANNING & ECONOMIC DEVELOPMENT DEPARTMENT

(ECONOMIC DEVELOPMENT & REAL ESTATE DIVISION – Hamilton Business Centre– LOCATION – 71 MAIN STREET WEST)

SENIOR BUSINESS DEVELOPMENT OFFICER – SMALL BUSINESS

SUMMARY OF DUTIES

Reporting to the Enterprise Coordinator Small Business Centre, working in a fast pace multi-disciplined team the Senior Business Development Officer will support the overall Hamilton Business Centre program in the delivery of dynamic programs to support economic success across Hamilton.

Leading new and existing program initiatives, collaborating with internal and external partners in an effort to expand program offerings, supporting new and expanding business achieve economic success in Hamilton will be a key priority. Development for innovative programming, resources and project management of entrepreneurial programs and partners will be essential.

The Senior Business Development Officer will support the core programming for the Hamilton Business Centre team including consulting services, delivering training sessions, public presentations and outreach along with support for all others aspects of programming including general inquiries, event planning/ management, contact management support to ensure accurate records are maintained. The incumbent may assist in the recruitment of new team members, coordination and supervision of special project teams, on-boarding and training related to staff development.

GENERAL DUTIES

Assist Co-ordinator, Business Advisors and support staff with development, administration and implementation of programs and services offered by the Department, in particular the Hamilton Business Centre.

Assist in the recruitment of new team members, on-boarding and monitoring of program deliverables related to special project teams.

Supervise and coach special project teams in the achievement of program deliverables and staff development success.

Promote and market small business opportunities within the City of Hamilton.

Attend trade shows as a City representative, market and pursue business opportunities on behalf of the City.

Develop and expand innovative programming, including adaptation of technological software needs to ensure immediacy in the access of tools and resources to support entrepreneurial growth across Hamilton.

Respond to information requests from entrepreneurs, partners, and the business community in respect to business start up and expansion needs including awareness to municipal, federal and provincial licensing requirements, preliminary zoning information, market related research and knowledge of financial programs. Where necessary provide business plan feedback, guidance and direction.

Communicate with entrepreneurs, partners, consultants, lawyers, Chamber of Commerce, , area municipalities and City staff on an on-going basis regarding business and development issues.

Monitor and collect program key performance indicators to support project reporting and information requests from internal and external partners.

Capable of working independently as well as part of an interdisciplinary team.

Maintain record of contacts and generated activities.

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

Initiate and champion special projects related to development such as sector related marketing, tax business analysis and related programs.

Prepare reports for and make presentations to entrepreneurs, partners, stakeholders, Chamber of Commerce and other groups as required.

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

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.

QUALIFICATIONS

1. Proven knowledge in business development and marketing normally acquired through the completion of a University Degree in Commerce, Business, Economics or other related discipline or a combination of a community college diploma and relevant work experience.
2. Demonstrated experience working in the economic development/small business field.
3. 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.
4. Ability to communicate effectively with the public and government agencies.
5. Working knowledge of Microsoft Word, Excel, PowerPoint and database software applications.
6. Ability to manage, supervise and balance a number of projects simultaneously and to meet deadlines is essential.
7. Capable of working independently as well as part of an interdisciplinary team
8. Eligibility for Certified Economic Development accreditation.
9. Provision of a vehicle for use on the job.
10. Must possess a valid Class "G" Driver's Licence.

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

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
