



Job Posting
Business Advisory Team Leader

Company: Business Link

Reports to: Director, Client Services

Location: Edmonton

Language: English

You + The Job

As a leader of our brand promise to foster successful entrepreneurs in Alberta, you play an essential role in our client’s success by leading our client services team. The Business Advisory Team Leader has the opportunity to serve clients directly plus lead our business advisors and researchers as we pursue client service excellence. You act as a point of contact for our funders, and oversee our reporting requirements to ensure we meet our targets in a timely, high quality fashion. You support the development and implementation of our client service strategies and actively strive to achieve our organizational goals while living Business Link’s brand.

Your passion and excitement comes from knowing that your contributions make a meaningful impact in the lives of our team, clients and the communities around you. You are a passionate supporter of entrepreneurship, people development and Business Link’s culture.

But What Does It All Mean?

Our Mission

Directing and connecting Alberta’s entrepreneurs to relevant small business support and by providing information to ensure entrepreneurs have the information that they need to be successful in their start-up venture.

Our Vision

By 2020, Business Link and its community will be known throughout Alberta as “the hub” for entrepreneurs seeking help, expertise and champions for their small business.

Our Brand Values

Everything we do is guided by our values: Engaging, current, creative, passionate, realistic, expertise, helpful, teamwork.

Job Statement

As a driver of our brand promise to foster successful entrepreneurs in Alberta, you play an essential role in our organization’s success. You are a trusted advisor and provide meaningful and value-based guidance to both our staff and our clients. You thrive on building deep relationships with team members and take pride in contributing to their professional success. You have a strong human resource background that assists you in leading the business advisory team to their full potential and helping our clients reach their entrepreneurial dreams.



Responsibilities

People Management & Leadership

- You are a seasoned and strong leader who makes it a priority to coach, mentor and train business advisory team members with respect to continuous improvement, client service excellence, superb market research and achieving operational targets.
- Onboarding new business advisory team members is something you excel at, sharing best practices and all that Business Link has to offer.
- Driving results individually and for your team is your passion.
- You take the performance seriously and are committed to clarifying expectations and reviewing performance of your team members on a regular basis.
- You know your team member's strengths, skills, and talents and align them with the activities of the department to maximize individual and team achievement.
- You are a strong supporter of your team and provide them with the information they need to do their jobs when they need it.
- As an active listener and problem solver, you support team members during challenges and/or obstacles through regular mentorship and coaching.
- You are an inspiring leader who is able to clearly articulate the direction and culture of Business Link to those that report to you.
- You are a believer that building relationships both internally with team members and externally with clients is key to your success.
- As a leader, not only do you lead your team but you also elevate the performance of those around you.
- Participating in regular team meetings to ensure communication is flowing in all directions is something you feel is critical to the success of your team.
- You champion change and growth through the organization by embracing and supporting new initiatives.

Business Management & Development

- You are responsible for the deliverables required by the Canadian Business Network and are quick to learn, adopt, implement and measure strategies to meet expectations on an ongoing basis.
- Working with management and other team members, you oversee the ongoing management and updates of Business Link's resources and tools available for client service.
- You work closely with the Director of Client Service to support and implement organizational initiatives and achieve operational targets.
- You support and implement new business endeavors to increase success and profitability.
- Researching to discover best practices and innovations in entrepreneurship to support our clients gets you excited.
- Working collaboratively and strategically with the other members of the management team in developing and driving initiatives is a strength of yours.

- You believe that networking and developing business contacts is important for keeping Business Link at the forefront of entrepreneur's minds.
- By attending and supporting marketing and industry events, you promote what Business Link can do for entrepreneurs.
- You provide your support and expertise in planning and ensuring new and existing programs run effectively.
- Analyzing and evaluating current service offering for effectiveness and relevance is something you do regularly.

Client Services

- To be a great manager, you love to 'walk the talk' and actively support clients on a regular basis, providing a great first impression by demonstrating a deep sense of care and respect.
- Every day, you help entrepreneurs meet their goals and achieve their dreams by providing advice and innovative solutions.
- You are a source of inspiration to clients by helping them every step of the way.
- You demonstrate a sense of understanding for the unique challenges and opportunities that clients come to you with and seek to deliver top-notch service offerings to clients each and every day.
- Exploring all opportunities to assist small business owners from passive incoming client inquiries to pro-active outreach of new small business leads is second nature to you.
- Proactively following up and responding to client's inquiries is just one more way that you demonstrate their importance to Business Link.
- You take pride in learning and understanding the Alberta entrepreneurial ecosystem in order to be the "Trusted Business Advisor" clients call to be referred to the services they need.
- Assessing client requests to ensure that the Business Link team is providing exceptional knowledge and service is just one more way you enrich their experience and support your team.

Knowledge and Training

- Keeping on top of relevant programs, services, information, and resources to further assist clients is one of your priorities.
- You recognize that staying current on trends in the world of entrepreneurship and small business ownership (i.e., government announcements and grants, use of social media, etc.) is critical to building and maintaining your relationships with clients.
- Seeking out and taking advantage of available professional and personal development through ongoing skills development, learning and training opportunities is important to you.
- You attend regularly scheduled internal training to keep abreast of new and innovative solutions for entrepreneurs.

Team Work and Commitment

- You maintain open lines of communication and are a collaborator with fellow team members.
- You are a change agent through the organization by embracing and supporting change initiatives.
- Pitching in and helping other team members is what you do because you are a team player.

Administrative

- As Business Link's lead with the Canada Business Network, you oversee content coordination, reporting and communication with our Government representatives.
- You monitor metrics, issues and trends to identify opportunities for improving service delivery, client retention and possible revenue models.
- You support the monthly and quarterly reporting process by ensuring client interactions and amazing success stories are regularly captured.
- You maintain and update the CRM to ensure accurate data for business analytics purposes.

Qualifications

- You have a post-secondary degree in business or entrepreneurship.
- You have previously owned and operated a business for at least 2 years.
- You bring at least 5 years of people management experience demonstrating that you are a remarkable leader in achieving desired results.
- You have strong business acumen and understanding of small business and entrepreneurship.
- You have an excellent understanding of factors that influence the success or failure of a small business.
- You are able to set the direction of your team based on analyzing the needs of clients.
- You are flexible in the hours you work to meet client needs.
- You are a natural relationship builder and connector.
- You are a great networker within the communities you serve.
- You excel at problem solving and influencing.
- You are an excellent communicator.
- You are great in using technology.
- You thrive in a changing environment.
- French language skills are an asset.

A combination of education and experience will be considered.

If you are passionate about entrepreneurship and would like to be a part of this innovative team apply by submitting your cover letter and resume to careers@businesslink.ca



We would like to thank all applicants in advance for submitting their resumes. Please note, only those candidates chosen to continue on through the selection process will be contacted.