



**JOB DESCRIPTION**  
**Indigenous Business Facilitator (3 Month Contract)**

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**Company:** Business Link

**Reports to:** Director, Client Services

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**Location:** Calgary /Alberta Region

**Language:** English

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**Our Mission**

To direct Alberta’s entrepreneurs to information they need to be successful in their start-up venture and connect these entrepreneurs with other organizations that will support their business goals.

**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 Value Statements**

Everything we do is guided by our values:

- We are unbiased, and give the support you need, when you need it.
- We are curious and non-judgmental about your business and ideas, and will always treat you with respect.
- We love working with others, trying new things, and we’re always learning.

**Job Statement**

As a driver of our brand promise to foster successful entrepreneurs in Alberta, you play an essential role in our client’s success. As an Indigenous Business Facilitator, you are the go to person helping Indigenous small business owners and aspiring Indigenous entrepreneurs discover path-finding services available through Business Link and external service providers. You are an expert in the area of Indigenous entrepreneurship; a trusted advisor who provides meaningful and value-based service offerings to your clients. You portray an open and receptive approach and show a genuine desire to understanding their needs today and into the future. You seek out and thrive on building deeper relationships with clients and take pride in contributing to their entrepreneurial success.

**Responsibilities**

***Client Services***

- You take pride in the fact that you are a specialist and subject matter expert in the area of Indigenous entrepreneurship and associated business strategies.
- As the first point of contact, you provide a great first impression to all clients by demonstrating a deep sense of care and respect.
- Every day, you help Alberta’s Indigenous entrepreneurs meet their goals and achieve their dreams by providing advice and innovative solutions.
- You strive to increase Indigenous business opportunities by working with Indigenous community partners.
- You are a source of inspiration to clients by helping them every step of the way.



- 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.
- You demonstrate a sense of understanding of the unique challenges and opportunities that your clients come to you with.
- Proactively following up and responding to client's inquiries is just one more way that you demonstrate their importance to Business Link.
- You assist clients in their search for business services including services available for Indigenous entrepreneurs throughout the business start-up process.
- As you present on various topics related to business start-ups, you increase subject knowledge and awareness of Business Link's service offerings.
- You are flexible and assist where the demand is in the organization. For instance, if the Business Link team needs your assistance, you jump in with both feet.

#### ***Business Development***

- You support and implement new business endeavors to increase success and profitability.
- Researching to discover best practices and innovations in Indigenous entrepreneurship to support our clients gets you excited.
- You prove that you are your client's champion by attending offsite client events.
- By attending and assisting in marketing and industry events, you promote what Business Link can do for entrepreneurs.
- You participate on project teams to develop new information, products and services as they relate to the Indigenous Service Program.
- You build and maintain solid relationships with external service providers including lawyers and other professional service providers to further complement our network and service offerings.

#### ***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, small business ownership, and Indigenous-focused services and programs (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.

#### ***Team Work and Commitment***

- By working closely with Research Advisors on providing the basis of information to be researched, you ensure that clients receive the information they need.
- You work with the Director of Client Services to achieve program targets for financial performance, quality, culture and legislative adherence.
- 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.
- You lend your expertise to other projects that are outside of Indigenous Services as directed by the Director of Client Services.

#### **Administrative**

- You maintain and update the CRM to ensure accurate data for business analytics purposes.
- Completing monthly and quarterly reporting requirements is something you get done well and on time.

#### **Qualifications**

- You have a degree in Business or related field or equivalent combination of diploma in Business.
- You have in-depth and direct experience with and/or knowledge of Indigenous culture.
- You have extensive understanding of Indigenous specific regulations and government grants as it relates to business support.
- You are flexible in the hours you work to meet client needs
- You have strong business acumen and understanding of small business and entrepreneurship.
- You have previous entrepreneurial, business incubator and or accelerator experience.
- You have an excellent understanding of what can affect the success or failure of a startup and small business.
- You are willing and able to travel to communities throughout Alberta.
- You are experienced in marketing and social media management.
- You have excellent presentation and interpersonal skills.
- You are a natural relationship builder and connector.
- You are an excellent communicator.
- You are great in using technology.
- You thrive in a changing environment.

A combination of education and experience will be considered.

***This is a three month contract for an estimated term of January 2, 2019 to March 31, 2019.***

If you are passionate about entrepreneurship and would like to be a part of this innovative team apply at [Careers@businesslink.ca](mailto: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.