

## JOB DESCRIPTION

### Indigenous Business Facilitator

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**Company: Business Link Alberta**

**Reports to: Team Lead, Indigenous Services**

**Location: Lethbridge, AB**

**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**

- 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 the **Indigenous Business Facilitator**, you are responsible for managing the strategic, operational and technological aspects of Business Link Services in Southern Alberta. A key part of your role is ensuring project deliverables are completed on time, to specification and within budget. As a Business Facilitator, you will work one-on-one with entrepreneurs, guiding them and providing excellent assistance in their entrepreneurial journey.

#### **Partnership**

As a Business Link employee, you will have the unique opportunity to work with two outstanding organizations in a partnered role. As a Business Facilitator, you will work with Teconnect Lethbridge, advising and assisting entrepreneurs that attend any of Teconnect's technology and STEM related programming. Working with SAAMIS Aboriginal Employment and Training, you will provide self-employment program facilitation to participants of the Indigenous Self-Employment Program. You will also work closely with other community partners in Southern Alberta.

#### **Responsibilities**

##### ***Program Administration & Management***

- You are comfortable project managing multiple activities at once knowing it will lead to the successful desired outcomes of the project.
- You know how to determine the project scope, required resources and scheduling.
- You can prepare detailed plans and schedules to achieve each stage of the project.
- Overseeing the scheduling, costing, and risk analysis of a project comes naturally to you.
- You ensure project documentation and client records are kept up to date.



- Understanding the overall goals of the project, you can develop client progress reports for funders and ensure the progress of the project is on time and adheres to quality standards.
- You have experience managing subcontractors and suppliers and overseeing the delivery of services as per agreements.
- You understand quality standards and can prepare all participant materials to meet that level.
- You are comfortable liaising with both the SAAMIS Program Coordinator and Teconnect Entrepreneur Program Manager should you and/or clients have questions or concerns.

### ***Facilitation and Workshop Delivery***

- You are comfortable facilitating entrepreneurial workshops to all size groups of entrepreneurs.
- Facilitating workshop style discussions with small groups of entrepreneurs is a skill you excel at.
- You have experience with adult learning, tailoring the messaging of the workshop content to the audience.
- You can keep the audience members focused on the topics being discussed and comfortable controlling the amount of dialogue from participants to keep the session on time.
- You know how to schedule training workshops and coordinate with outside facilitators if required.
- As you present on various topics related to business start-ups, you increase subject knowledge and awareness of Business Link's service offerings.
- Following the circulation and gathering of evaluations to clients following workshops, you can summarize and interpret results and make future amendments as required.

### ***Client Services***

- You take pride in the fact that you are a specialist and subject matter expert in the area of entrepreneurship and associated business strategies.
- You are a source of inspiration to clients by helping them every step of the way, demonstrating a deep sense of care and respect.
- You demonstrate a sense of understanding of the unique challenges and opportunities that your clients come to you with.
- You believe in connecting with clients so are proactive to send out communications to clients on upcoming events.
- You are ok providing clients with progress reports and concerns as you work with them during their entrepreneurial journey.
- You are a strong communicator, working closely with the Business Link marketing team on all marketing activities related to your ongoing activities.

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

- You are familiar with the contents of a great business plan and can review and give feedback as it is developed.
- You are also able to assist clients in the development of core pieces of the business plan.

### ***Knowledge and Training***

- Researching to discover best practices and innovations in Indigenous entrepreneurship to support our clients gets you excited.
- Keeping on top of relevant programs, services, information, and resources to further assist clients is one of your priorities.
- 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.



- 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.
- You support and implement new business endeavours to increase success and profitability.

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

- You work with the Team Lead, Indigenous Services to achieve program targets.
- 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.
- You actively collaborate with Business Link's team members to combine knowledge and share resources for the participants.
- You participate on project teams to develop new information, products and services as they relate to the Indigenous Service Program(s).
- You lend your expertise to other projects that are outside of Indigenous Services as directed by the Team Lead, Indigenous 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 have a valid driver's license and are willing and able to travel to the two locations each day.
- 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 at using technology.
- You thrive in a changing environment.

A combination of education and experience will be considered. This is a contract position with Business Link with the chance of expanding your role as opportunities arise within our community.

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 through the selection process will be contacted.

