



JOB POSTING

The **Downtown Orillia Business Improvement Area (BIA)** is seeking a qualified individual to fill the role of *Administrative Coordinator*.

ABOUT US

The **Downtown Orillia BIA** is run by an elected board of volunteers made up primarily of local business owners who are dedicated to creating the conditions for businesses to be successful in Downtown Orillia. We're also committed to fostering a diverse and welcoming business community that embraces the opportunity to create a unique economic and cultural identity for Downtown Orillia.

The **Downtown Orillia BIA** is home to prime shopping, dining and entertainment for both locals and visitors alike with over 150 shops and over 25 restaurants to choose from. Located only 90 minutes from the GTA, Orillia has always maintained its small-town charm along with a thriving arts community that captivates everyone who visits. To learn more, visit www.downtownorillia.ca.

OVERVIEW OF POSTION

We are seeking an outgoing, dynamic individual to join our team as the *Administrative Coordinator*. Reporting to the General Manager, this role will support the Board, the General Manager and members of the BIA and will often be the first point of contact for both internal and external stakeholders. The role will primarily be an administrative one with other duties including but not limited to: communications, creating engagement, and event organization. Some evening and weekend work will be required as well as occasional local travel.

KEY RESPONSIBILITIES

Engagement

- Respond in a timely manner to all in-person, over the phone and digital inquiries while providing superior customer service.
- Regular use of engagement tools such as Mailchimp, Survey Monkey, Customer Relations Management (CRM) software and social media accounts (Facebook, Instagram, Twitter, LinkedIn) to engage with BIA membership, volunteers, partners and visitors.
- Assist in maintaining and updating the BIA CRM database, the BIA website and other BIA documents to ensure accuracy and completeness of information.
- Assist in data collection and preparation of reports on a variety of topics including day to day business of the BIA, member and public engagement.
- Maintain strong, positive relationships with BIA members, volunteers, partners, city staff and visitors.
- Identify and pursue opportunities to engage with visitors, external partners, community organizations and other stakeholders that would benefit the BIA.

Programming and Event Facilitation

- Attend meetings and take notes and minutes concerning community events and other programming hosted in Downtown Orillia.
- Actively participate in the organizing, planning and execution of community events and programming hosted in Downtown Orillia.
- Actively participate in pre-event related work such as acquiring street closure permissions, necessary permits & insurance as well as liaising with city staff, vendors, performers, the health unit and other stakeholders.
- Assist in the production and distribution of BIA marketing materials, including posters, flyers and signage that promote BIA events, programming and campaigns.
- Assist in completion of grant funding applications and any required grant reporting.

Administrative

- Attend and take minutes at BIA Board Meetings. Some evening work will be required.
- Prepare or assist in preparation of all BIA correspondence, reports, newsletters, marketing materials and other communications.
- Record keeping for the BIA including organizing, filing and proper storage of all public and confidential BIA documents, marketing materials and communications.
- Organize meetings including booking meeting space, finding mutually agreed upon meeting times and arranging other necessary details.

Additional Duties

- Additional duties related to the day-to-day operations of the BIA.

- Other duties as assigned by the General Manager.

QUALIFICATIONS

- Ability to speak, read and write fluently in English is essential.
- Post-secondary education in a relevant field or equivalent professional experience
- Knowledge of office software packages such as Windows, Adobe, Microsoft Office 365 (and its applications).
- Comfortable regularly using office technology including but not limited to laptops, printers and mobile phones.
- Ability to work some weekends and evenings.
- Collaborative team player who can also prioritize and work independently.
- Responsible, resourceful, self-starter who is detail-oriented.
- Positive, outgoing, professional and able to adapt quickly to a changing environment.
- Skilled in relationship building and making connections with people.
- Ability to interact with people using tact, discretion, good judgement and confidentiality.
- Ability to stand or sit for extended periods of time and safely lift up to 30lbs.

ADDITIONAL QUALIFICATIONS (not required)

- Working knowledge of BIAs, Downtown Orillia or municipal government.
- Working knowledge of marketing and graphic design.
- Access to a reliable vehicle for some local travel.

Title: Administrative and Membership Coordinator

Position Type: Full-time permanent.

Salary: \$45,000

Schedule: Office hours Monday to Friday with some weekend and evening work required.

Location: Downtown Orillia office at 23 Mississauga Street West.

To Apply: Please forward all resumes with cover letters to Deron Johnston, General Manager via email: deron@downtownorillia.ca.

Application Deadline: 5pm on Tuesday July 2nd.

The Downtown Orillia BIA is committed to an inclusive, barrier-free environment. Accommodation will be provided in all steps of the hiring process. Please advise the Downtown Orillia BIA if you require any accommodations to ensure you can participate

fully and equally during the recruitment and selection process. We thank all applicants that apply and advise that only those to be interviewed will be contacted.