

February 15, 2023

## **EMPLOYMENT OPPORTUNITY – JOIN OUR TEAM**

### **Stakeholder Manager**

#### **PURPOSE OF POSITION**

Reporting directly to the Chief Marketing and Development Officer, the Stakeholder Manager provides support for Indigenous Tourism BC's Stakeholders, specifically ITBC's Visitor-ready, Market-ready and Export-ready Stakeholders. This role works alongside all ITBC's divisions, including Corporate Services, Experience Development, Capacity Building & Resilience (CB&R) and Marketing, and ensures that all Stakeholder information is current and communicated. This role provides direct support to the Stakeholders, Indigenous communities, and entrepreneurs and communicates opportunities and initiatives to ITBC's Stakeholders in a timely manner.

Stakeholder Manager is responsible for providing administrative oversight for all divisions related to ITBC's Stakeholders with reporting, information sharing, and supporting ITBC's regional Indigenous specialists. This role will oversee the coordination of Stakeholder meetings, regional outreach, and industry events as required.

#### **SPECIFIC ACCOUNTABILITIES/DELIVERABLES**

1. Develops and provides information and advice to the Indigenous Tourism BC Stakeholders, Indigenous communities, entrepreneurs, and regional partners and connects them to the programs and services available through ITBC.
2. Develops a process to engage with all ITBC Stakeholders on a regular basis.
3. Stays current on Stakeholders' experiences and offerings and communicates those to the various divisions at ITBC.
4. Maintains Stakeholder relations through corporate communications.
5. Plans, develops, and implements a series of tracking and reporting processes to monitor program and project results between ITBC, Stakeholders, and regional partners.
6. Manages Stakeholder renewal and recruitment. Develops and maintains administrative processes and procedures to enhance the operations of ITBC Corporate Services for Stakeholder relations and communications.
7. Works alongside all ITBC's divisions to ensure the efficient exchange of information to mitigate duplication and an efficient integrated flow of teamwork.

8. Assists with quarterly financial, annual business planning processes, leads for Corporate Communications, Marketing and CB&R.
9. Assists with community engagement and presentations.
10. Provides input for the delivery of ITBC training and development programs, industry development, tracking and reporting processes.
11. Is the connector for one-on-one mentorship with Stakeholders that are seeking business advice; this includes early start ups, and business planning with the goals of increasing market-ready and export-ready businesses.
12. Participate in special projects, events, assignments and other related duties as required.

## **SELECTION CRITERIA**

### **Education and Experience:**

1. Post secondary education in economic development or business administration and 3 years minimum experience in an economic development field or tourism-related field or an equivalent combination of education and experience.
2. Knowledge of Indigenous communities in BC, Indigenous cultural knowledge, and working with Indigenous communities is preferred.
3. Demonstrated desire to assist with economic development in Indigenous communities and capacity building.
4. Demonstrate experience in Stakeholder relationship development and maintenance.
5. Experience in Project Management is an asset; demonstrated experience drafting complex written reports and presentations; demonstrated strong writing skills.
6. Advanced level of skill with desktop applications, including MSWord, Excel, and PowerPoint is required for data management, presentations, and reporting is required.
7. Advanced level of skill with customer relationship management (CRM); CRM systems, tools, and strategies used to track, manage and maintain relationships with contacts; database maintenance is required.

## **COMPETENCIES**

1. Managing Organizational Resources to maximize results. Demonstrated through measurements, planning and leveraging resources for achieving maximum results.
2. Results oriented is required for surpassing a standard of excellence by challenging goals and continuous improvement.

3. Planning, organization and Coordinating involves proactively planning, establishing priorities and allocating resources. It is expressed by developing and implementing complex plans. Also involves monitoring and adjusting work to accomplish goals and to deliver the organization's mandate.
4. Flexibility is the ability and willingness to adapt to and work effectively with a variant of diverse situations, and with diverse individuals or groups. Flexibility entails understanding and appreciating different and opposing perspectives on an issue, adapting one's approach as situations change and accepting changes within one's own job or organization.
5. Service Orientation implies a desire to identify and serve Stakeholders/clients, who may include the public, co-workers, partners, government organizations, and non-government organizations.
6. Teamwork and co-operation is the ability to work co-operatively within diverse teams, work groups, and across the organization to achieve group and organizational goals.
7. Problem solving/judgement is the ability to analyze problems systematically, organize information, identify key factors, identify underlying causes and generate solutions.

## **ABOUT INDIGENOUS TOURISM BC**

The success and progress of Indigenous Tourism BC (ITBC) is built on the drive, initiative, and dedication of the Board of Directors and staff who are leading the Indigenous tourism industry and making a difference. ITBC strives to have a positive corporate culture and a work environment that fosters:

- Passionate people
- Impactful work
- Proud and Resilient Communities
- Togetherness Team
- Authenticity

ITBC is a Stakeholder-based organization committed to growing and promoting a sustainable and culturally-rich and respectful Indigenous tourism industry in BC.

## **APPLICATIONS**

To apply for this job, please send your cover letter, resume, and two references by Wednesday, March 1, 2023, at 5PM to [Dana@IndigenousBC.com](mailto:Dana@IndigenousBC.com)

This is a hybrid position and requires attendance on-site at our office in West Vancouver. If you have any questions, please contact Dana Schoahs by email at [Dana@IndigenousBC.com](mailto:Dana@IndigenousBC.com)

ITBC would like to thank all applicants; however, only those who qualify for an interview will be contacted.