



Welland Heritage Council and Multicultural Centre

JOB DESCRIPTION AND RESPONSIBILITIES

Position Title: Business Development and Retention Specialist

Position Type: Full Time

Reports To: Interim Program Lead/Executive Director

Hours: 35 hours per week (occasional evenings and weekends may be required)

Position Summary: We are looking for a dynamic business development and retention specialist to liaise with the employer community to assist and oversee the Canada Ontario Job Grant Application Program. This role will also help to engage and retain our core client base. The successful candidate will work directly with employers and job seekers to help navigate the COJG process and provide guidance, and support as needed.

To be successful as a business development and retention specialist, you should have exceptional time management skills and be able to handle administrative duties including contracts. You have experience working in a performance-based environment and enjoy the challenge of targets. You will have a persuasive attitude, excellent customer relationship skills, and a passion for people.

Responsibilities:

Individual performance expectations will be assigned by management and will be subject to change according to the changing needs of the clients, programs/services, individual and team performance and any other factors related to the fulfillment of contractual agreements.

Business Development

- Develop employer contacts and promote the main benefits and features of COJG (Canada-Ontario Job Grant)
- Assist employers with their employment and training needs for existing employees and/or new hires
- Promote other employer incentives, when needed (wage subsidy, on-the job training, etc.)
- Monitor individual monthly targets allocated to COJG budget and consistently meets objectives
- Conduct workplace monitoring sessions in accordance with training schedules
- Prepare and submit claims, ensuring all documentation is in place for processing to finance department
- Reconcile claims with budget allocations for each application/placement to ensure accuracy
- Follow up with employers to obtain proof of payment/pay stubs in a timely manner
- Prepare accurate documentation of contacted employers, applications, job leads and any other business development activity for information retrieval
- Submit weekly reports on activities and related results
- Enter employer and participant information into CaMS and complete case/follow-up notes
- Complete file maintenance, closure and follow up

Retention

- Schedule your day-to-day activities to maximize your time to connect, engage and support our clients
- Identify and maintain a detailed list of all clients that are in the engagement or retention stage, this must be updated daily and regular reports on your progress provided to the team
- Working closely with the employment advisors to assist job seekers in the retention phase to connect with a new employer if their current employment has ended
- Assist with re-engaging our job seekers that have been difficult to contact
- Strategize ways to overcome adversity, find creative ways to build rapport, gain trust and promote services utilizing all forms of communication
- Gather and analyze client behaviours and develop a successful retention strategy based on client feedback and program directives
- Schedule the pick-up or delivery of retention payments
- Responsible for maintaining retention payment inventory and complete requisitions

Group Facilitation:

- Assist with facilitating employment related presentations and workshops on-site, digitally or in the community. This will include set-up and tear-down of equipment
- Keep updated on current trends, policy changes and other impacts in the field to help dictate possible future trainings and courses

Case Management:

- Work with clients to explore opportunities to advance in their job search and achieve their short and long-term career and employment goals
- Provide coaching in all aspects of their job search and preparation to support successful employment
- Maintain accurate and up-to-date case notes, collect relevant documentation, and enter information into the appropriate database
- Ensure files and information collection follows Fedcap Canada and Employment Ontario Guidelines

Organizational Capacity:

- Support marketing initiatives and social media promotions
- Initiate self-directed learning and participate in staff training and mentorship opportunities
- Respect and adhere to the policies and procedures of the Welland Heritage Council and Multicultural Centre
- Attend meetings and networking opportunities throughout the region to promote all WHCMC programs and services

Qualifications:

- Post-secondary education in a related field
- Exceptional customer service skills and sales experience is an asset
- Demonstrate resiliency and a can-do attitude
- Attention to detail and exceptional time management skills are required
- Able to work independently and within a team environment
- Experience in career counselling, group facilitation and job development would be an asset
- Excellent written and verbal communication skills
- Knowledge of local employment standards, labour market, community agencies and services is a requirement on the job
- Advanced skills with MS Office, Outlooks, digital meeting platforms and social media
- Police clearance is required
- Own vehicle and valid driver's license is also required

Compensation

Range \$22 - \$26 (Based on experience, knowledge and skills)

How to apply:

Please forward your cover letter and resume to: hr@wellandheritagecouncil.com

The recruitment process will close on Friday January 7th, 2022 at 12 pm

We thank everyone for their interest in the position however, only those selected to move forward in the interview process will be contacted. Please, no phone calls or drop in inquiries.

The Welland Heritage Council and Multicultural Centre values diversity and inclusion, we welcome individuals from all backgrounds, abilities, race, color, sexual orientation, disability, national origin and cultures to apply. If you require accommodation for the interview process, please email hr@wellandheritagecouncil.com

Welland Heritage Council and Multicultural Centre adheres to strict COVID-19 safety protocols to keep both staff and clients safe. Pre-screening is required before entering the work place, hand sanitization and masks are mandatory.