



## **Employment & Skills Development Coordinator**

### **Position Summary:**

As a leader in the tourism and hospitality sector delivering recognized training, human resource development, and labour market programs, and the sector council representative for the Province of Ontario, OTEC supports the labour market and skills development needs of the tourism and hospitality industry.

The Employment & Skills Development Coordinator position is a newly created position with great potential for future advancement. This role supports the Manager, Partnership Programs in the marketing and administration of newly developed, funded programs across Ontario. This role also supports the partnership and contractual mandates and programs between CTHRC (Canadian Tourism Human Resource Council), and OTEC, which includes the Ready-to-Work Employment Preparation Project, and Labour Market project initiatives.

OTEC is a relatively small, independent, not for profit organization with a dynamic, entrepreneurial spirit which requires all employees to work as a team and to assist with client services whenever required i.e. answering phones, responding to questions, database management, assembling direct mail materials, filing, and participating in trade shows and exhibitions as necessary.

### **Description:**

One-year contract position, with potential for renewal or permanent employment.

**Reports to:** Manager, Partnership Programs

### **Responsibilities:**

- Coordinate the delivery of a Bridging project for internationally trained Tourism and Hospitality professionals as per all contracted guidelines and obligations
- Liaise with Delivery Partners on the development and implementation of program elements such as: outreach, evaluation, collection and maintenance of statistics
- Support Certification Program operations and provide direct client services as required
- Provide administrative support for Ready to Work, Regional partnerships, Government Contracts and Funded Projects
- Assist with the coordination of marketing, promotional materials and activities including trade shows, e-newsletters, flyers, postcards and direct marketing campaigns
- Maintain up-to-date databases and client relations records, and ensure accuracy of data entries
- Assist with the development of press releases and media contacts
- Update and monitor website
- Coordinate Marketing plans
- Assist with proposals and presentations, where required
- Track all inquiries and solutions using Customer Relations Management system



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- Preparation of program reports and statistics: CTHRC reporting systems and database reports, numeric performance indicators and accountability reporting
- Assemble and distribute Provincial Labour Market Research
- Research support for new and ongoing funded programming
- Support OTEC office as required: telephone, direct mail, shipping, luncheons, training sessions, etc.
- Perform other duties as required by management

### **Competencies and skills:**

- Strong Customer service orientation and attitude
- Experience working with a diverse community
- Exceptional interpersonal skills and team player
- Flexible, adaptable and can establish good working relationships with colleagues and clients
- Excellent command of the English language both verbal and written
- Good telephone manner
- Self motivated and ability to work with little supervision
- Organized with attention to detail
- General administrative skills, Excellent computer skills, including MS Word, Outlook, Excel, Access, and Powerpoint, ACT, Photoshop and illustrator would be an asset
- Ability to multi-task, prioritize, and problem solve and to work within deadlines
- Overnight travel for national meetings, conferences, or for business development may be required on occasion

### **Qualifications:**

- University / College or Equivalent Experience
- Minimum 2 years of employment/social services co-ordination experience, project management, business or government/agency experience
- Knowledge of Tourism and Hospitality industry a strong asset

Location: OTEC is located at 21 Four Seasons Place, Toronto (near Hwy 427 and Burnamthorpe Rd. E/The East Mall) and is accessible by public transit.

Interested persons should send their resume with a covering letter to Tracy Gualtieri, Director Training and Human Resource Development by Friday, May 8, 2009

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