



### **Organization and Position Summary:**

OTEC is an independent, not-for-profit training and human resource development organization dedicated to increasing professionalism in tourism/hospitality and service related businesses and sectors within Ontario. Started as the Ontario Tourism Education Corporation, OTEC has evolved into a customer service focused Training and H.R. Solutions business.

As a leader in the tourism and hospitality sector delivering recognized training, human resource development, and workforce development programs, and the tourism sector council representative for the Province of Ontario, OTEC supports the training, certification and skills development for the tourism and hospitality industry. OTEC has numerous partnerships within tourism and hospitality, education, transportation, policing, government, provincial associations, as well as other service sector clients.

A facilitator serves a key function within OTEC and is accountable for executing training courses of the organization. Participants for this project will include those from the Metis Nation of Ontario and First Nations.

### **Project Summary:**

OTEC is engaged in a partnership project with the Metis Nation of Ontario. The focus of this project will be preparing participants for entry in to the tourism and hospitality workforce.

This project will include a series of 10 week training workshops during which facilitation will occur during regular business hours (i.e., 9-5) and days (i.e., Monday – Friday) with a planned start date of mid-February 2012. The candidate(s) must be located in either the Midland, North Bay, or Thunder Bay area.

The candidate will receive training from OTEC on the program curriculum and is expected to participate in OTEC's designated trainer program.

Further opportunities with OTEC may be available beyond this project.

### **Responsibilities:**

The core responsibility of an OTEC contract facilitator is to provide training expertise and execute training for OTEC's clients. The contract facilitator's relationship is with OTEC directly. OTEC secures the client contract and then contracts the facilitator to fulfill the training.



**Responsible to:** Director, Project Development and Director, Learning & Development

**Competencies and skills:**

- Experience working with Aboriginal communities and/or marginalized workforce
- Experience in the hospitality and tourism sector
- Extensive learning content delivery experience is required
- High level of competence in adult training
- Belief in the difference training can make in the participant's work life
- Commitment to quality and integrity of the training
- Innovative, creative and dynamic facilitation/presentation skills
- Participant-centric facilitation style
- Proficient coaching skills
- Strong customer service orientation, attitude and training experience within a customer service environment
- Exceptional interpersonal skills and team player
- Ability to multi-task, prioritize, and problem solve in real-time
- Organized with attention to detail
- Energetic and outgoing personality
- Self-motivated and achievement orientation with the ability to work under minimal supervision
- Proficient computer skills, including MS Word, Outlook, and Powerpoint;

**Qualifications:**

- Post secondary education and certificate in Adult Education, or a Canadian Training & Development Practitioner designation (CTDP) or an equivalent combination of education and on the job experience.
- Ideal candidate will have a minimum of 3 years experience in facilitation and is currently active in training and facilitation for a diverse client group.
- Experience in facilitating customer service courses and programs is essential.
- A car is necessary for this position

**OTEC's head office location:** 21 Four Seasons Place, Suite 300, Toronto, Ontario, M9B 6J8.

Please forward resume and covering letter to [careers@otec.org](mailto:careers@otec.org). Only candidates selected for an interview will be contacted and we thank you in advance for your interest.

OTEC website: [www.otec.org](http://www.otec.org)