



Manager, Small Business Centre (18 Month Contract)

Temporary Full Time

Requisition ID: 3510

Salary Range: \$87,029 To \$102,397 Annually

The City of Markham is proud to be recognized for the 3rd consecutive year as one of Canada's Best Employers, and ranked in the top three for Government Services by Forbes and Statista Inc! The City of Markham is a dynamic and change-oriented leader that stands out from other Canadian municipalities. The recipient of multiple environmental awards, we are recognized for our innovative sustainability and urban planning initiatives as much as for our fiscal accountability. More than 353,000 residents call Markham home and benefit from our rich heritage, culturally diverse environment, vibrant local economy and focus on quality of life.

Applications are now being received for the above position in the Economic Development Department within the Development Services Commission. To apply, please submit your resume and cover letter online at www.markham.ca/careers by **September 27, 2023**.

Join us and make a lasting difference!

JOB SUMMARY

Reporting to the Manager of Economic Development, the Manager of the Markham Small Business Centre (MSBC) promoting, training and leading aspiring and current entrepreneurs and small business owners. You will oversee the planning and delivery of a year-round program of events, training seminars, grant programs and consulting services to aspiring entrepreneurs and small business owners. You will work frequently (10-15 times a year) with the Mayor and members of Council to deliver programs and represent the City at MSBC events. The Manager is contractually responsible to the Province of Ontario (a 50% funder of the MSBC) for the annual performance of the MSBC. The Manager runs the MSBC at the Markham Convergence Centre (3600 Steeles Ave. East).

KEY DUTIES AND RESPONSIBILITIES

- Engages with stakeholders, using social media and traditional methods, to market and promote the Small Business Centre.
- Encourages the establishment, retention and expansion of new and existing small businesses
- Provides information and business counselling to small business owners and entrepreneurs
- Plans, develops, promotes and delivers business education training and seminars using social media, virtual platforms and in person.
- Authors and implements annual business marketing plan
- Develops, distributes and analyzes business event surveys and an annual customer survey
- Negotiates and delivers Provincially-funded small business programs
- Drafts annual operating budget and negotiates sponsorships
- Trains and supervises MSBC staff and consultants/mentors
- Provides data and statistical analysis and support to the department
- Establishes, maintains and increases partnerships and collaborations with business organizations and community groups
- Other duties as assigned

MINIMUM EDUCATION AND EXPERIENCE REQUIRED

- Successfully completed university undergrad degree in business, accounting, marketing or economic development.
- Possess an Ec.D or CEcd certification or is willing to pursue certification as a condition of employment.



- Must have 5 or more years of experience as a business owner, business consultant or in an economic development job environment with direct experience working in a customer service or advisory capacity.
- Experience in marketing and public relations with a good understanding of community stakeholders.
- Proven experience using social media and digital marketing to engage with stakeholders
- Strong interpersonal, communication, team building, negotiation and mediation skills; considerable experience dealing with the public and elected officials
- Strong understanding and experience with government programs and services and the rules and regulations for starting a small business
- Must be available to work evenings and weekends, to hold events and make presentations.
- Must be available to conduct daily visits to external clients and partners.

Core Behaviours

- **Service Excellence:** Focuses organizational resources on understanding and responding effectively and efficiently to customer needs.
- **Change & Innovation:** Encourages innovation and effectively leads, implements, assesses and sustains change initiatives.
- **Teamwork & Relationship Building:** Develops collaborative and high performing teams as well as effective relationships with colleagues and partners.
- **Communication:** Adapts communication approach to needs of audience and situation, and develops staff in this area.
- **Accountable & Results Oriented:** Ensures work group behaves ethically and complies with expectations, policies and legislation; focuses work group efforts to work plan.
- **Management & Leadership:** Builds an engaging environment that supports learning, career development and regular feedback, and that attracts and retains high performing staff.
- **Strategic Thinking & Planning:** Understands and assesses complex concepts, trends and relationships; participates in business planning; makes decisions that align with the City's strategic direction.

The City of Markham is committed to inclusive, accessible and barrier free employment practices and to creating a workplace that reflects and supports the diversity of the community we serve. Please let us know if you require an accommodation and we will work with you to ensure a barrier free hiring process.