



## Director of Training and Experience Development

Posting Date: November 1, 2017    Closing Date: November 30, 2017

Terms: Full-time, Permanent    Salary: Dependant on Qualifications

Job Location: Suite 707, 100 Park Royal South, West Vancouver, BC

We are seeking a Director of Training and Experience Development that will report to the Chief Executive Officer (CEO) that will connect Aboriginal cultural experiences with existing programs in order to help them become market-ready. The preferred candidate will have sound knowledge of Aboriginal culture and protocols and be able to engage Aboriginal communities and identify and create market-ready tourism experiences.

### Required Qualifications

1. Required training, experience, knowledge, skills and abilities:
  - a. Post-secondary degree in a discipline related to tourism management or business management.
  - b. At least 3 years' experience in a senior management role in a tourism organization, preferably an Aboriginal tourism organization.
  - c. Strong and proven leadership skills, and experience managing staff.
  - d. Good understanding of capacity building processes, procedures and challenges in Aboriginal businesses and communities.
  - e. Knowledgeable of Aboriginal culture and a strong desire to develop economic opportunities for Aboriginal tourism businesses.
  - f. Knowledge of funding sources, including public and private sectors, government and non-government, and the willingness and ability to research alternative sources of funding.
  - g. Knowledge and experience of employment, training and skills development.
  - h. Strong public relations skills and effective at developing and maintaining business relationships.
  - i. Understanding of, and experience with, managing budgets.
  - j. Highly organized and a good decision-maker.
  - k. Excellent oral and written communications skills, including proposal writing, public speaking and presentation skills.
  - l. Excellent analytical and problem-solving skills.
  - m. Conflict resolution skills.
  - n. Good team player and team leader.
  - o. Experience working in a fast-paced environment and effective at time management.
  - p. Good facilitation and negotiation skills.
  - q. Proficiency in the use of current office productivity software (Microsoft Office suite of products), including Microsoft Word, Excel, Access, Outlook and accounting software.

### Applications

To apply for this job, please send your resume and cover letter by November 30, 2017 (Close of Business) to [Linda@AboriginalBC.com](mailto:Linda@AboriginalBC.com).

If you have any questions please contact: **Linda Calla**, AtBC Corporate Services & Regional Projects, Coordinator  
**604 921-1070** ext. **224** or email [Linda@AboriginalBC.com](mailto:Linda@AboriginalBC.com)



# Job Description

## Summary

The Director, Training and Experience Development develops and refines AtBC's regional strategy focusing on engaging communities in each geographical region to identify and create opportunities to develop market-ready tourism experiences, through a combination of group training activities, including workshops and training, and one-on-one consultation.

## Job Duties

### Regional Strategy

1. Develops and refines AtBC's regional strategy to engage communities, and develop market ready Aboriginal tourism businesses, in every region in BC.
2. Works to understand the specific opportunities, challenges and concerns of Aboriginal businesses and communities in each geographical region in BC, and in consultation with the CEO and with community leaders, develops specific and tailored plans and training programs to respond to the challenges.
3. Communicates to the CEO on a timely basis any material matters affecting the delivery of the regional strategy.

### Community Engagement and Involvement

4. Engages and works with communities to explore opportunities to benefit the membership and the entrepreneurs engaged in tourism-related businesses from within these communities.
5. Assesses communities with respect to tourism potential, including the potential volume and growth in tourism business that is potentially sustainable.
6. Meets with political leaders, elders, community members and entrepreneurs to understand community needs, develop a mutual understanding of potential tourism business opportunities and to advocate for opportunities for communities to partner with AtBC.
7. Works with communities and entrepreneurs to plan the development of market ready Aboriginal tourism experiences.
8. Attends industry meetings, conferences and events.
9. Stays current with respect to tourism marketing trends, especially with respect to First Nations tourism.
10. Encourage enrollment as AtBC Stakeholders, process new applications via the Stakeholder Portal.

### Training and Experience Development

11. Delivers programs and workshops for communities, Leadership, entrepreneurs and others to educate community members on the services AtBC offers, and to identify and develop business opportunities, and to support businesses in becoming market-ready.
12. Oversees the delivery of training workshops by staff and contractors, including First Host and World Host training for community members.
13. Facilitates the provision of one on one business consultation to AtBC Stakeholders, including feasibility analyses, business planning services, tools related to social media, use of online marketing resources, and other marketing and business advice.
14. Develops plans for training and experience development, including budgets and staffing plans; obtains approval and puts plans into action.
15. Hires consultants and contract staff as part of project/event delivery; manages staff and projects/event to ensure successful delivery.



#### Finance and Budgets

16. Works with the CFO to develop a departmental budget, reviews operational performance against the budget, and brings important financial issues to the CEO's attention in a timely way.
17. Ensures all project spending is within the agreed budgets.

#### Staff Leadership

18. Leads project staff and contractors, leads by example, and effectively manages, guides and directs staff to accomplish project goals and objectives in conformance to policies, laws and regulations.
19. Creates an open and supportive staff environment by clearly defining their respective duties, establishing performance standards and conducting performance reviews.
20. Recruits, guides and manages all staff reporting directly. Ensures staff receives clear direction, supervision and motivation, and are provided with training, tools and technology required to do their jobs, consistent with the objectives of the strategic plan. Evaluates staff performance and guides staff to maintain and improve their performance.
21. Ensures all contractors are effectively fulfilling services as outlined in their respective business agreements with AtBC.

#### Other Duties

22. Performs other related duties as required.

