



100 Regina Street South, Suite 160
Waterloo, ON N2J 4P9

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UPTOWN WATERLOO BUSINESS IMPROVEMENT AREA

JOB DESCRIPTION: OFFICE & PROGRAM COORDINATOR

Reports To: Executive Director
Type: Permanent Full Time, Salaried, 40 hours per week
Salary: TBD

ORGANIZATION OVERVIEW:

Formed in 1972, the Uptown Waterloo Business Improvement Area (BIA) is a committee of the City of Waterloo's Council responsible for the organization, physical improvement and economic development of the Uptown business area. As an independent, non-profit organization, we are led by a volunteer Board of Directors comprised of business and property owners, persons voted in by rate-paying member(s) and member(s) of Waterloo Council.

JOB DESCRIPTION:

Reporting to the Executive Director, the Office & Program Coordinator supports the administrative and financial operations of the Uptown Waterloo BIA and coordinates membership program and granting initiatives. The Office & Program Coordinator also provides support to the Executive Director, Board of Directors and operating committees as required.

RESPONSIBILITIES:

Office Administration

- Manage general reception duties: processing mail, preparing bank deposits, ordering office supplies, filing, maintaining the office space, answering the office phone
- Assist Executive Director with Board communications
- Coordinate calendar for Board and committee meetings along with associated reminders
- Track new businesses and distribute welcome packages
- Distribute communication resources as required e.g. magazines, maps, newsletters etc.
- Manage day-to-day financial transactions for the office including invoices, Accounts Receivable/Payable, petty cash, monthly reconciliation, bank deposits, coordinate with bookkeeper and auditor etc.
- Coordinate meeting preparations including: scheduling dates, booking rooms, sending out meeting packages etc.
- Take and disseminate minutes of Board meetings and other committee meetings as assigned
- Assist in setting the Executive Director's schedule
- Provide social media, website, event, communication and marketing support as needed
- Manage the Business Directory master files – including tracking of businesses opening, closing and moving
- Additional office duties and projects as assigned

Program Management

- Manage Uptown Dollars program
- Oversee Uptown Waterloo's Bauer Lot employee parking program
- Manage Uptown funding and sponsorship initiatives



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- Assist with the coordination of community and student tours
- Assist with the coordination of "community trail" initiatives
- Represent the BIA at community events when required

Performs other related duties as assigned by the Executive Director

Education, Experience and Personal Characteristics

A highly organized person, the Office & Program Coordinator will be a passionate Uptown Waterloo champion with a clear understanding of the role of the Uptown Waterloo BIA. Our ideal candidate will have qualities that enhance the credibility, trust and good relations that the BIA has worked hard to develop and maintain since 1972.

WORKING HOURS AND CONDITIONS:

Staff members are expected to work during the hours that the office is open – 9:00 am to 5:00 pm, Monday to Friday. These hours can be flexible based on Executive Director approval. Hours may be irregular at busy times such as the run-up to an event launch or during an organizational audit. Staff may also be asked to attend events, conferences and networking events in the evenings or on the weekend. Lieu time may be accumulated for future use as approved by the Executive Director.

QUALIFICATIONS

- Ability to take personal initiative and work independently as a productive and supportive team member
- Demonstrated financial and cash management experience
- Strong organizational skills in planning and completing projects by agreed deadlines; high attention to detail and accuracy
- Ability to multi-task in a fast-paced environment with proven ability to manage a broad workload
- Demonstrated interpersonal skills through communicating and working effectively with a variety of different audiences
- Strong communication skills, both oral and written
- Flexible approach to new tasks
- Excellent working knowledge of computers (MS Word, EXCEL, PowerPoint etc.)
- Social media, marketing and website management software experience (e.g. Wordpress) an added asset
- Administrative and/or communications background required
- **Exceptional customer service skills and ability to problem solve are a must**

To apply:

Send your cover letter and resume to Tracy Van Kalsbeek, Executive Director, Uptown Waterloo BIA at tracy.vankalsbeek@waterloo.ca by 4:00 pm on Friday, March 5, 2021.

We thank all applicants for their interest in this position. Only those selected for interviews will be contacted.