



## **ABOUT THE JUNCTION BIA**

A Business Improvement Area (**BIA**) is an association of commercial property owners and tenants within a defined area who work in partnership with the City to create thriving, competitive, and safe business areas that attract shoppers, diners, tourists and new businesses. The Junction Business Improvement Area is a community-driven non-profit organization dedicated to promoting the economic and cultural vitality of the Junction.

## **JOB TITLE: OPERATIONS COORDINATOR**

As part of The Junction BIA staff reporting to the Executive Director, the Operations Coordinator works as part of a close-knit team while coordinating key organizational initiatives, including activations, events and projects. This role includes managing contracts, budgets and relationships related to public realm beautification and streetscape improvements, including banners, pole wraps, landscaping, and maintenance of public spaces.

### **Responsibilities related to Member Communication and Advocacy**

- Builds and maintains a strong relationship with business members of the BIA to provide resources, support, and guidance.
- Monitors change in government policies and work with the Marketing Manager, when available, to report relevant updates to members.
- Builds and maintains strong relationships with relevant City of Toronto staff and departments, elected officials from all levels of government, and other relevant agencies. Initiates meetings as required.
- Assists in advocating on behalf of the membership to all levels of government and City staff to ensure that small business concerns are considered when creating and implementing policy. May include drafting letters of advocacy or support.
- Represents the BIA at relevant stakeholder and government meetings, including bi-weekly interdepartmental meetings with TABIA.
- Monitors City of Toronto agendas and notices for issues that may impact the BIA or its members.
- Assists the Executive Director in developing the organization's strategic plan, including initiatives to keep the Junction at the forefront of Toronto's economic recovery.

### **Responsibilities related to Project and Event Management**

- As required, coordinate all production and technical aspects of the Window Wonderland outdoor art exhibition, the CaféTO program, and other smaller events and projects.



- Participates in creativity, collaborating with the Executive Director to generate concepts and brainstorm ideas. Utilize experience and event knowledge to help develop a plan for executing these ideas.
- Provides site inspections to ensure the viability of project aspects. May include testing all equipment to ensure that the equipment functions up to standard, measuring and mapping spaces for site activations, and solving technical errors and event issues.
- Responsible for the operational management of partners, stakeholders, vendors, and suppliers, including contracts, payments, and permit applications.
- Manages the Operations portion of project budgets (not including marketing).
- Manages first-draft grant writing for projects and events.
- Oversee the execution of possible expansion projects, including assessing feasibility, outlining timelines and targets, gathering feedback, organizing Open House events, and booking one-on-one meetings.

#### **Responsibilities related to Streetscaping and Beautification**

- Oversees initiatives related to streetscaping, public realm and other on-street operations and improvements.
- Manages all contracts, budgets, and implementation plans related to public realm improvements, including implementation of capital projects. This includes banners, pole wraps, pressure washing, public space maintenance and other contracts that may be needed.
- Oversees Request for Proposal (RFP) and contract administration process, including vendor pre-qualification, information distribution and handling of vendor requests to specification.
- Tracks and reports on local development projects related to on-street operations, wayfinding, accessibility, urban planning, parks and other streetscape or urban development areas.
- Tracks and inspects public realm assets and reports issues to the relevant department.
- Liaises with key stakeholder groups, including staff and elected officials at government departments and agencies at all levels as required. Attends outside stakeholder meetings related to local projects and priorities (may include evenings and weekends).
- Manages the daily activities of street cleaning by the BIA, either through the Beautification Team or contracted services, to ensure the best possible upkeep of the area, including (but not limited to): litter removal, poster removal, graffiti removal, and sweeping. Procures equipment when necessary.



- Researches and assists with implementing new programs to improve the Junction, which may include lighting, streetscape furnishing, holiday décor, planting, and public murals.
- Coordinates relevant communications regarding filming, road closures and construction.

### **Responsibilities related to General Administration**

- Maintains up-to-date file system, either hard copies or on the computer network, saving all digital files to appropriate Drive folders.
- Manages all production and technical aspects of the AGM. For example, assist the Marketing Manager in producing the AGM presentation or creating the presentation without a Marketing Manager.
- Keeps the member database up to date.
- Ensures the organization of financial documentation. Liaises with the bookkeeper to ensure compliance with financial reporting requirements and that monthly payments are in order.
- General office and technical support, as needed.

### **Qualifications:**

- Must have a minimum of 3 years of experience in operations, events, or administration.
- Complimentary business experience, preferably in culture, tourism, or community development. *BIA experience is a plus!*
- Strong computer skills; proficient in G-Suite apps by Google Cloud, Microsoft, MailChimp (or other email marketing software) and WordPress.
- Leadership skills and experience with working in a team.
- A proven ability to balance multiple assignments and tasks simultaneously.
- Excellent communication; written, oral and interpersonal skills with the ability to work and communicate effectively with various stakeholders professionally.
- An organized self-starter, creative and member/customer-focused.
- Able to work with minimal direction.
- Must be able to work on a flexible schedule, including evenings and weekends as required to complete key project coordination goals.

### **Self-Declaration**

All applicants are welcome. The Junction BIA is committed to establishing a diverse workforce reflective of our community.



If you have the qualifications, experience, and passion required for this exciting career role, **submit your cover letter and resume by Friday, May 13.**

Interviews will take place until May 27. We will contact the successful candidate by **Fri, June 3. Start date: Mon, June 20.**

Thank you for your interest. We wish you all the best in your search.

**Carol Jolly, Executive Director, The Junction BIA**

**Benefits:**

- Work from home opportunities
- Flexible working hours

**Contract length:** Permanent

**Full-time hours:** 35 per week

**Remuneration:** \$50,000 per annum

**Application deadline:** 2022-05-13

**Expected start date:** 2022-06-20

*Related keywords: operations, events, administration*

**No phone calls or emails, please. [Must submit your application via Indeed only.](#)**