



Part-Time Administrative Assistant, Member Services

The Fairbank Village Business Improvement Area represent over 120 businesses along Eglinton Avenue West, from Dufferin Street to Chamberlain Avenue, and along Dufferin Street from Hunter Avenue to the CNR rail North of Schell Avenue. The BIA is dedicated to improving our midtown Toronto neighbourhood as a welcoming and safe place to live, do business and visit.

We work hard to engage the community and attract new visitors to the neighbourhood from other parts of Toronto and beyond, by promoting and showcasing our unique mix of culture and traditions. Since 2007, we have successfully completed a wide range of initiatives to attract new businesses to the area, beautify the neighbourhood, bring residents together and attracted new visitors through annual and serial events, marketing, strategic partnerships, streetscaping and other innovative activities. Our priority is to build and sustain growth in the area.

This is an in-person position with the expectation of the employee to work out of our recently renovated Eglinton Ave. West office. Remote work may be assigned from time to time at the discretion of the BIA Coordinator.

Reporting: The Assistant will work under the direction and supervision of the BIA Coordinator.

Duties:

- Undertake phone, email and in-person communications with Members and other stakeholders.
- Reaching targets for Member engagement in free or low-cost small business support initiatives, surveys, events, and various marketing opportunities.
- Draft correspondence to Members such as emails in Hubspot, Quarterly newsletters, etc.
- Keep up-to-date Members' information in our database and across various platforms.
- Communicate Member concerns, promotions, updates, etc. to the Coordinator, and assist with addressing them as directed.
- Provide Member support when directed to help with business surveys, forms, and research.
- Complete regular street inspections and report issues to 311 or other appropriate parties.
- Assist with various BIA projects and events (including event day operations) as assigned.
- Complete assigned research, document preparation and various other administrative tasks.

Qualifications:

- Post-secondary education or training in Business, Communications, Administration, or another related field; or an equivalent of related experience and skills.
- Experience with project management or event planning considered an asset.
- Having wifi and a mobile phone with a camera is a requirement for continued employment.

Required Skills:

- Excellent English written and oral communication, and interpersonal skills
- Excellent attention to detail and organizational skills
- Personable, Friendly, Responsible, Adaptable, Patient, Polite and Persistent
- Able to act with tact, discretion, and confidentiality
- Intermediate computer, internet, Gmail, Word, PowerPoint, Publisher, Excel, OneDrive, Teams, Zoom, SquareSpace and Email Marketing skills; or, proven as tech savvy with similar programs.

Bonus Points:

- Experience working with a Business Improvement Area or in a non-profit environment
- Understanding of the local community
- Very good written and oral Spanish skills

Wages: \$18/h

Hours: 20h/week

of Positions: 1

How to apply: Please email (no calls) your cover letter and resume to info@fairbankvillagebia.ca. Only candidates selected for an interview will be contacted. The opportunity will be filled upon finding the right candidate. Examples of relevant work, or skills tests may be required at the BIA's discretion.

More Information: fairbankvillagebia.ca and fairbanksummerfest.ca

Additional Requirements: This position requires the ability to traverse the BIA's area, go in-person to visit member businesses and work at the BIA's office location. Candidate must be able to observe COVID-19 protocols and protections including wearing a mask (if required). Our annual roster of events has resumed. This position requires the ability to assist with event logistics and supervision of volunteers. Ability to do occasional light lifting of at least 20lbs for events, office supplies and the distribution of materials to members. Occasional evenings or weekends for special events/activities are required. The selected candidate will be required to follow the organization's Anti-Harassment and Discrimination policy.