



Tourism Excellence North (TEN) Coordinator Request for Applications

Overview

Background

Tourism Excellence North (TEN) is a tourism development program for Northern Ontario, inspired in part by the success and impact of a similar program led by the Atlantic Canada Opportunities Agency (ACOA) in Atlantic Canada.

TEN is a suite of 10 training solutions designed to strengthen the ability of tourism operations to respond to changes in the marketplace, adapt to quality visitor expectations, develop innovative experiences that raise the bar on visitor value and deliver increased returns for operations and the destination as a whole. TEN strategically guides investment into tourism development holistically over the long term. TEN is aligned to support priorities for tourism development in Northern Ontario, specifically those of Tourism Northern Ontario (TNO) and Explorer's Edge (EE) and also supports and aligns with service quality enhancement and visitor experience priorities of *Canada's Federal Tourism Strategy: Welcoming the World* and *Ontario's Growth Plan for Northern Ontario*.

To learn more about TEN go to <http://tourismnorthernontario.com/what-we-do/product-development/> and download the March 2015 Executive Summary.

Due to the number of initiatives and wide reach of TEN, dedicated services of a professional are required, ideally with a bilingual capacity, to coordinate the delivery of the program in its first three years of operation.

Purpose

The TEN Coordinator is responsible for coordinating and managing TEN training offers, providing logistical support for training, seeking and reporting on funding and reporting on outcomes. The TEN Coordinator will also provide communications and administrative support functions to the TEN Management Committee (MC).

Type of Services

This is a full-time, three-year commitment, based on annual performance reviews and budgetary considerations and may be filled as a staff function or through consulting services.

Responsibilities

Reporting to the Executive Director of TNO and working closely with the TEN Management Committee, the successful applicant will be responsible for the following functions:

- Coordinating and maintaining a rolling, two-year calendar of centralized TEN training offers that support the strategic objectives of TNO and EE;
- Organizing orientation sessions for Enablers;
- Writing Request for Proposal (RFPs) and managing secured contractors, respecting the different funding partners' requirements;



Tourism Excellence North (TEN) Coordinator Request for Applications

- Maintaining the content and stakeholder communications on the TEN web portal;
- Communicating, managing and administering partnership funding and liaison reporting functions;
- Coordination of evaluation of TEN training solutions;
- Scheduling, planning and logistical requirements for TEN training;
- Marketing, registration, participant communications;
- Promoting TEN opportunities and celebrating successes with industry;
- Providing administrative support for, and reporting to, the TEN Management Committee, including attending meetings and participating in teleconferences as appropriate; and
- Reporting, budgeting and strategic planning.

Travel within Ontario, and in particular across Northern Ontario will be required. Includes irregular hours and some weekends and/or after hours work.

Qualifications and Experience

- Diploma or degree in Business Administration, Tourism, Project Management or related relevant experience.
- Knowledge of tourism training and development programs in Ontario.
- Knowledge of tourism sector and current issues faced within Northern Ontario.
- Previous experience and knowledge in the private, public and/or non-profit sector.
- Experience working with funding agencies and community partners including funding application development and reporting requirements.
- Basic understanding of the Regional Tourism Organization role in tourism in Ontario.
- Demonstrated experience in project management, project evaluation and budgeting.
- Demonstrated experience in preparing, monitoring and reporting on cash flow projections.
- Applied knowledge of community development and community outreach strategies and tools including understanding of relevant tourism organizations and associations.
- Experience in networking and working with diverse groups, individuals and organizations across a large geographic region.
- Excellent written and verbal communication skills in English. Ability to communicate in French is an asset.
- Excellent interpersonal, time management, problem solving and organizational skills.
- Committed to professionalism, attention to detail, excellence and quality standards of the highest caliber to reflect the goals of TEN.
- Knowledge of Microsoft Office Suite (Outlook, Word, PowerPoint, Excel), Internet applications including Social Media tools, email and other software programs as identified is required.



**Tourism Excellence North (TEN)
Coordinator
Request for Applications**

Location

The successful applicant will maintain their own office with capacity for high speed Internet and telecommunications.

Budget

The budget allocated to this function is between \$65,000 to \$75,000; negotiable, dependent upon skills and experience.

Application Process

Forward resume and cover letter in PDF outlining relevant skills and experience, along with three (3) references that can be contacted to:

info@tourismnorthernontario.com

TEN Coordinator
TOURISM NORTHERN ONTARIO
111Elgin Street, Suite 304
Sault Ste. Marie, Ontario P6A 6L6
(705) 575-9779 | www.tourismnorthernontario.com

Interviews will be conducted only with those applicants who are short-listed.

Posting: Monday September 14, 2015

Deadline for Applications: Wednesday September 30, 2015

Interviews: week of October 5, 2015

Projected Start Date: mid to late October 2015