

## Job Description

### Project Coordinator – RTO9 Workforce Development

**Position Description:** The Project Coordinator – RTO9 Workforce Development is responsible for leading the implementation of a four-part workforce development plan to address the challenges faced by employers and employees alike as a result of COVID-19 as well as longer-term trends affecting the sector in the region. The Project Coordinator reports to the Executive Director, works collaboratively with the rest of the RTO9 team, and interacts frequently with stakeholders in and outside the region to implement the plan. The Project Coordinator’s work takes place in the context of an RTO9 mandate that includes regional support for product development, investment attraction, workforce development, and marketing.

**Specific Responsibilities:** The Project Coordinator will lead the development and implementation of detailed plans for each of the following components of the Workforce Development Plan:

- a) *Recruit, Retrain, Retain* – employer-focused professional development
- b) *Where Can Tourism Take You?*- employee/worker-focused programs to stimulate interest in work/careers in tourism and hospitality. This component requires programming tailored to first-entry and second career workers.
- c) *Removing Barriers to Labour Force Participation* – working with tourism associations, governments, and others to press for changes that will accelerate and expand the number of entrants to the RTO9 region that are interested in working in tourism; and
- d) *Tracking Changing Labour Market Landscapes* – maintaining a standing watch on data and information of regional significance, assisting with interpretation of this information, and offering recommendations to address challenges or pursue opportunity.

While RTO9 has developed descriptions for the work associated with each component, the Project Coordinator will be expected to:

- Develop a detailed calendar of events, activities, programs and other initiatives that reflects full implementation of the Workforce Development Plan. This will include soliciting ideas and input from a cross-section of stakeholders keenly interested in implementation.
- Develop specific content for each component, including but not limited to event formats and agendas; recommending and recruiting guest speakers/presenters; organizing logistics for these events (with virtual format being used for the foreseeable future except where physical presence is required)
- Developing and executing stakeholder outreach, and marketing and communications programs in support of activities that are part of the Workforce Development Plan. The Project Coordinator works closely with area tourism organizations, economic development offices, post-secondary institutions, workforce training boards and others with contributions to make to strengthening the region’s workforce.

- Track progress in implementation, noting success and lessons learned, and lead the writing/development of the project final report to the funder.
- Lead the development of print, web-ready, audio and video materials that are required to implement the Workforce Development Plan. This work includes negotiating use of previously-developed materials by other parties, recommending formats for specific purposes, retaining professionals to assist with creation of materials, participating actively in storyboarding and development processes, handle signoff on final products, and lead the evaluation of all components of the project.
- Monitor news, program announcements, data releases and other information that builds understanding of the tourism and hospitality labour force and the ever-changing situation for employers across the region.
- Development and management of a \$175,000 budget and ensuring strong financial accountability for expenditures.

**Compensation:** The Project Coordinator position is a full-time contract position, starting immediately, and ending March 25, 2022, with an hourly wage of \$24.00 per hour, for a 35-hour work week. Statutory benefits are in addition to the hourly wage. Expenses associated with travel required to undertake the Project Coordinator's duties will be covered with advance approval by the Executive Director.

**Work Location:** This position can be undertaken remotely. Most meetings are likely to be held by videoconference for foreseeable future. RTO9 is open to creating a work schedule that suits both the Project Coordinator and the requirements of the role.

**Qualifications and Skills:** The successful candidate will have organizational or project management experience in either a volunteer or paid capacity with emphasis on any of program design; marketing and communications; customer service; member relations; training and education or human resources. The candidate should have experience working directly in the tourism and hospitality sector as well as good general knowledge of workforce development. Formal qualifications in human resources is not required.

The successful candidate will be well-organized, able to convene and lead both group and one-on-one meetings, and must be able to use videoconferencing technologies. He/she is an acknowledged team player, and active listener open to new ideas. Writing succinct, clear reports will be a strength.

Resumes or other expressions of interest should be emailed to:  
Bonnie Ruddock, Executive Director  
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