



## POSITION VACANCY

<b>Call Number:</b>	<b>2020 - 38</b>
Position:	<b>Digital Service Squad Coordinator</b>
Type of Vacancy:	Contract Position ending February 15, 2021 <b><i>For a recent graduated student</i></b>
Work Schedule (hours & days):	Monday to Friday (35 hour work week)
2020 Hourly Rate:	\$24.00
Date Posted:	September 14, 2020
<b>Closing Date:</b>	<b>September 23, 2020 at 4:30 p.m.</b>

Full details on this position is attached. To apply, please submit your cover letter and resume at [www.niagarafalls.ca](http://www.niagarafalls.ca) (**Careers and Employment**). Applications must be submitted online and will be accepted until 4:30 p.m. on **Wednesday, September 23, 2020.**

The City of Niagara Falls is an equal opportunity employer committed to inclusive, barrier-free recruitment and selection processes and work environments. Upon request, the City will accommodate the accessibility needs of applicants under the Ontario Human Rights Code and *Accessibility for Ontarians with Disabilities Act (AODA)* throughout all stages of the recruitment, selection, and interview process. Personal information is collected under the authority of *The Municipal Act* and will only be used to determine suitability for this position. We thank all applicants for their interest, but only those advancing through the selection process will be contacted.

Human Resources

Attachment

**CITY OF NIAGARA FALLS**

**POSITION DESCRIPTION  
(Department)**

This description reflects the general details considered necessary to describe the principle functions of the position identified, and shall not be construed as a detailed description of all the work requirements that may be inherent in such classification.

**POSITION TITLE:** **Digital Service Squad (DSS) Coordinator (Contract)**

**POSITION SUMMARY:** The Digital Service Squad Coordinator will deliver one-on-one assistance to main street small businesses allowing them to take advantage of digital technologies and e-commerce platforms to increase their revenues and economic impact. Working with BIAs (business improvement areas), and the DSS Team Member, the coordinator will ensure the duties and responsibilities of the Digital Main Street program are met and implemented.

**RESPONSIBLE TO:** Small Business Consultant

**DIVISION:** Business Development

**SECTION:** Small Business Enterprise Centre (SBEC)

**EQUIPMENT AND TOOLS USED:** Computer and applicable software

**WORKING CONDITIONS:** Standard office environment

**RESPONSIBLE FOR:**

1. Coordinate Digital Service Squad project, liaise with BIA representatives, and provide direction to Digital Service Squad Team member to ensure project is implemented and goals are met.
2. Working within BIAs, setup appointments, and conduct site visits to on-board main street small business to the Digital Main Street platform.
3. Provide hands on digital assessment, recommendations and advisory services to participating business owners.
4. Assist business owners in identifying their digital "first priorities", and the digital/technology tools they wish to utilize.
5. Activate and implement digital tools and technologies that businesses can use (ie. basic website, activating social media accounts etc.)

6. Provide resources (articles, links, how-to-guides, webinars) through primary or secondary sources to help business owners learn about particular tools of interest
7. Complete field notes and weekly reports on project progress and compile data reports as required.
8. Promote and assist business owners in developing their digital transformation plan needed to apply for the Digital Transformation Grant, and subsequently assist in the plan implementation.

**POSITION REQUIREMENTS:**

Post secondary degree/diploma in business, marketing or related.

Above average communication skills (written and verbal); and organizational and time management skills

Possess strong interpersonal and relationship building/relationship management skills

Have experience in a sales role and/or marketing environment

Be able to travel to and work independently (or remotely) with local businesses

Strong experience with digital technologies for small business (web, social media, e-commerce etc.)

Above average skills in business related computer applications including Microsoft Office, Video conferencing software, and internet applications is essential

Previous experience with online and offline marketing is considered a strong asset

Effective Date: September 14, 2020