



#202 – 556 4th Street SE
Medicine Hat, AB
T1A 0K8
T: (403) 528-2824
<https://entre-corp.albertacf.com/>

Job Description

Digital Service Squad – Team Member

This is a contract position with an end date of March 31, 2023

Community Futures is currently seeking outgoing, enthusiastic, qualified candidates for the position of **Digital Service Squad – Team Member** located in either **Medicine Hat, Brooks, or Taber**. This is a unique opportunity to support the growth of one of Alberta's most innovative economic development programs.

The [Community Futures](#) provides a wide range of small business services and business management tools for people wanting to start, expand, franchise or sell a business. We also run a number of specialized business programs, organize exciting business events and actively work with community and business leaders to foster rural economic growth.

Supported through The [Business Link Digital Economy Program](#) in collaboration with Digital Main Street, this is the first of its kind in Alberta and is funded by the Government of Alberta. As a **member of the Digital Service Squad**, you will be a key contributor to the success of the platform and the growth of the program as a whole. During COVID-19, the Digital Service Squad is assigned to work remotely with local small businesses and in the future some travel may be required.

The focus of the role is to work one-on-one with small businesses and provide the following services:

1. On-boarding Assistance

- Conduct pre-business digital assessment to best understand the neighborhood and businesses.
- Working with the Coordinator to set digital appointments to onboard small businesses to the platform.
- Walk-through the on-boarding survey with the business owner and use appreciative inquiry methods to best understand their business goals and how digital tools/technology can assist them in meeting their goals.
- Assist the business in staying in touch with Business Link and Digital Main Street by subscribing to their e-newsletter and social channels.

2. Advisory Services

- Once the business has been on-boarded, the Team Member will walk through the Digital Assessment and Recommendations with the business owner.
- The Team Member will assist the business owner in identifying their first priorities and the first digital tools/technology they want to activate.
- The Team Member will also review vendor recommendations made through the platform and lead the business owner to relevant deals/discounts on the platform.

3. Activation/Implementation Services

- The Team Member will activate and implement free, easy-to-use digital tools and technologies that businesses would like to use (i.e.: activating social media accounts, creating an online business profile, etc.).
- The Team Member may also provide some resources (articles, links, how-to guides) available through secondary sources that can help the business owner learn more about a particular tool that has been activated, or subject matter of interest.

4. Reporting and Feedback

- Team Members must complete their field notes and report on a weekly basis to the Program Coordinator and Program Manager.
- Team Members must attend Team Meetings as set out by the Program Manager.
- Halfway through the employment term, an interim performance evaluation will occur to ensure fit.

The Team Member may be required to attend webinars, workshops and events related to Business Link and Digital Main Street. The purpose of which is to communicate the benefits of the program to business owners and to on-board them to the platform. There may be other duties, as required, that will be discussed with the Team Member should they arise.

Qualified applicants will:

- Possess strong communications skills (written and verbal).
- Possess strong interpersonal and relationship building/relationship management skills.
- Possess excellent organizational and time management skills.
- Have experience in a sales role and/or marketing environment.
- Eventually be able to travel and work independently.
- Be familiar with digital technologies for small business (e.g.: web, social media, e-commerce, etc.),
- Be able to use basic software and collaboration tools such as Microsoft Office Suite (Word, Excel, Outlook, Power Point) and Slack.
- Previous experience with online and offline marketing is considered a strong asset.
- Previous experience with graphic design is considered a strong asset
- Previous experience working with small businesses is considered an asset.

Application Process:

Send a resume and cover letter outlining your education and expertise to Darren Hall at dhall@albertacf.com. Applications close on November 26th 2021, we thank all applicants however only those candidates selected for an interview will be contacted.