

At the City of Brampton, our focus is people. From our employees to the community we serve, people are at the centre of everything we do. Our city is a living Mosaic made up of 250 cultures and 171 spoken languages. Recognized by **Forbes** as one of Canada's top employers and **Maclean's** best communities in Canada, the City of Brampton is a dynamic and innovative place to work and experience. We want you to join us in serving our diverse community with pride and passion.

Our Focus Is People ●●●●●



**JOB TITLE:** Supervisor, Brampton Entrepreneur Centre and Co-working Space

**DEPARTMENT:** Office of the CAO

**POSTING NUMBER:** 105978

**NUMBER OF POSITIONS:** 1

**JOB STATUS & DURATION:** Full Time Permanent

**HOURS OF WORK:** 35hour workweek

**LOCATION:** West Tower.

**SALARY GRADE:** 6

**HIRING SALARY RANGE:** \$97,593.00 - \$109,792.00 per annum

**MAXIMUM OF SALARY RANGE:** \$121,991.00 per annum

**JOB TYPE:** Management and Administration

**POSTING DATE:** March 21, 2024

**CLOSING DATE:** April 5, 2024

## AREA OF RESPONSIBILITY:

The Supervisor for the Brampton Entrepreneur Centre's Co-Working Space will lead the utilization of the space, to program it for the Entrepreneurship community in Brampton. An outstanding team player and collaborator who will take charge of overseeing all aspects of space operations. This high-profile and collaborative hub plays a pivotal role in offering comprehensive support to entrepreneurs at every stage. From delivering business advisory services to organizing programs and events, the Supervisor will contribute significantly to fostering the growth of early-stage and scaling businesses in Brampton.

## OPERATION SUPPORT

- Oversee the day-to-day operations including managing spaces, membership programs, events and liaise with facility management vendors, including cleaning, catering, and security services.
- Manage membership program including member engagement, registrations and benefits, member communication, space booking, member records through dedicated space management platform, with emphasis on monitoring, following up and reporting on membership program and space activity.
- Complete rental agreement bookings with a thorough understanding of the City's policies, procedures, and various standard operating procedures, point of sale and terms and conditions as applied to facility bookings.
- Monitor office administrative activities including distribution of incoming mail and faxes, forms maintenance, printer support, to ensure effective functioning of the office environment.
- Ensure that the customer facing areas are maintained in an organized manner.
- Follow up on delinquent rental agreement accounts, external insurance certificates, special permits, licences, and missing documentation.
- Maintain the space and develop and implement site amenity improvements such as furniture, lighting, and the overall upkeep of the space.
- Implement space standard operating procedures, which includes financial management, analyzing variances, initiating corrective actions.
- Implement and identify improvements to existing program delivery, policies, procedures, and guidelines.
- Assume the role of Manager on Duty on a daily basis.
- Provide recommendations for site and operational improvements for future initiatives.
- Understanding of the City's insurance program and its' application, and all corporate policies and procedures related to facility booking.

## LEADERSHIP & STAFF DEVELOPMENT

- Supervise the daily activities of BEC staff and providing leadership and input for improvements and efficiencies, guide staff in troubleshooting issues, and as necessary, provide training and back-up for these activities.
- Co-ordinate, schedule and assign work duties ensuring sufficient resources and adequate staffing to meet service levels and workload demands.
- Enforce and interpret collective agreements, policies and procedures, providing performance feedback and training as required.
- Foster a productive team environment by effectively solving challenges, building, and motivating staff.
- Support staff as changes related to ongoing efficiencies and technology are implemented.
- Assist the in all aspects of managing the staff and administrative processes and programs, including the development and support of technology improvements.

## **STAKEHOLDER RELATIONSHIPS**

- Work with Economic Development Office staff and internal departments to foster partnerships and programming with stakeholders such as innovation district partners, post secondary institutions, community groups, entrepreneurial organizations, and mentors.
- Encourage cross departmental thinking and collaboration, interpret individual and department concerns, anticipate issues and opportunities, take ownership, use initiative and remain solution focused.
- Foster, promote, and maintain a positive, lively, and inclusive environment for stakeholders.
- Utilize superior public relations and customer service skills with all stakeholders including clients, co-workers, management, public and council on related issues.
- Work directly with the Entrepreneur Centre team to coordinate events, programming, and services to support start-up and scaling companies.
- Mediate interactions between members and visitors of the space ensuring all feel welcome, safe, and supported in the environment.
- Administer third party contracts related to the BEC event operations.
- Attract and cultivate external partnerships and sponsorship opportunities.

## **CUSTOMER SERVICE**

- Provide one-on-one consultation to innovative and growing businesses.
- Provide excellent customer service and respond to facility rental availability and other community service-related inquiries.
- Manage customer and facility inquires and/or requests.
- Provide general support to space clients and visitors.

## **COMMUNICATION AND REPORTING**

- Provide regular communications to the Manager on daily operations.
- Develop and prepare sensitive correspondence including emails, briefing notes, corporate reports, and corporate policies using political acuity, logic and exceptional judgement skills.
- Undertake the responsibility for high profile and sensitive issue management that relies upon a highly developed knowledge of municipal government practices and approval process.
- Deliver timely reporting of space finances and performance metrics.
- Record, maintain and compile statistics as required.

## **FINANCIAL ACCOUNTABILITY**

- Assist with monitoring, control, and recommendations for annual budget.

## **SELECTION CRITERIA:**

### **EDUCATION:**

- Degree or diploma in Business, Entrepreneurship, Project Management, or a related field.

### **REQUIRED EXPERIENCE:**

- Minimum 3 years' experience in an entrepreneurial space or business office management role, project management, or equivalent combination of education and experience.
- Demonstrated experience developing relationships with community organizations, partners, and sponsors.

- Experience in exercising policy and procedure discipline with a working knowledge of applicable legislative requirements.
- Experience in the supervision of staff and in dealing with the media is an asset.

## OTHER SKILLS AND ASSETS:

- Highly motivated self-starter with excellent oral and written communication skills and the ability to establish effective working relationships in a team environment.
- Must possess exceptional leadership skills and strong interpersonal skills.
- Must possess excellent customer service skills and client relationship-building skills.
- Have excellent judgment, analytical skills.
- Demonstrated strong budget and financial management, and reporting skills.
- Knowledge of corporate grants and government grants an asset.
- Demonstrated professional and political acumen, negotiation and conflict resolution skills.
- Ability to engage and build relationships with diverse stakeholders and partners.
- Demonstrated strong organizational skills and ability to meet deadlines, and work in a changing environment.
- Committed to continuous improvement.
- Intermediate to advanced skills in Microsoft Office with excellent knowledge of Word, Excel and PowerPoint.
- Experience in using co-working space management tools/systems is an asset (i.e. Proximity, Perfectmind, Xplor.)
- Must be available to work flexible hours including evenings and weekends.
- This position requires 100% in-office presence. The successful candidate will be expected to work from our office on a regular and consistent basis.

*\*\*Various tests and/or exams may be administered as part of the selection criteria.*

**Interview:** Our recruitment process may be completed with video conference technology.

As part of the corporation's Modernizing Job Evaluation project, this position will undergo an evaluation which may result in a change to the rate of compensation. Any changes affecting this position will be communicated as information becomes available.

If this opportunity matches your interest and experience, please apply online at [www.brampton.ca/employment](http://www.brampton.ca/employment) quoting **reference #105978 by April 05, 2024** and complete the attached questionnaire. We thank all applicants; however, only those selected for an interview will be contacted. The successful candidate(s) will be required, as a condition of employment, to execute a written employment agreement. A criminal record search will be required of the successful candidate to verify the absence of a criminal record for which a pardon has not been granted.

As part of the application process, applicants will be invited to complete a self-identification survey. The survey is voluntary. Participation in the survey will have no impact on hiring decisions. Should you wish to opt out of completing the survey, please select "prefer not to answer" as a response to each question. All information collected is confidential and will not be shared with the hiring manager. The surveys will be anonymized and will be kept separate from applicant or employee files, such that the individuals who completed the surveys will not be identifiable. The results of the survey will assist in the analysis of disaggregated metrics for organizational planning purposes and our commitment to advance and foster diversity, equity, and inclusion. The City may use anonymized data to produce aggregate reports for internal or external use.

Please be advised, the City of Brampton uses email to communicate with their applicants for open job competitions. It is the applicant's responsibility to include an updated email address that is checked daily and accepts emails from unknown users. As we send time sensitive correspondence via email (i.e. testing bookings, interview dates), it is imperative that applicants check their email regularly. If we do not hear back from applicants, we will assume that you are no longer interested in the Job Competition and your application will be removed from the Competition.

If you would like to request content in an alternate format, please contact the Accessibility office by submitting a new [Alternate Format Request](#).



*The City is an equal opportunity employer. We are committed to inclusive, barrier-free recruitment and selection processes and work environments. If you require any accommodations at any point during the application and hiring process, please contact [TalentAcquisition@brampton.ca](mailto:TalentAcquisition@brampton.ca) or 905.874.2150 with your accommodation needs, quoting the job opening ID#, job title. Any information received relating to accommodation will be addressed confidentially.*