
Community Futures Peterborough
Program Coordinator – 12 Month Contract

Position Description

\$42,000-\$58,000

PURPOSE

Reporting to the Executive Director of Community Futures Peterborough (CFP), the Program Coordinator provides administrative support to the operations of CFP and programming under its responsibility. Services, consultations, tools, and resources are offered free of charge to help start-ups and small businesses grow and succeed within the region. The Program Coordinator assists with supporting entrepreneurs with advisory services and consultations while connecting them with tools and resources to support the startup or growth of their business. Playing a critical supporting role, this position also ensures the efficient delivery of frontline services and administrative duties for the daily operations of CFP.

RESPONSIBILITIES

1.0 ADMINISTRATION & ENTREPRENEURIAL SUPPORT

70%

- Support the Executive Director to meet deliverables by providing the first point of contact and strong customer service for entrepreneurs.
- Assist and direct initial inquiries to relevant programs, startup services, or relevant entrepreneurial ecosystem information.
- Follow up on general inquiries to determine the next steps and identify any challenges or opportunities to be addressed.
- Research small business trends that may impact small businesses and the regional economy.
- Compile client feedback from consultations and programs to establish records and models related to marketing effectiveness, satisfaction levels for services provided, and opportunities/challenges being faced by clients.
- Evaluate data regarding trends in entrepreneurship.
- Support the development of resources and tools, online modules, and print/digital materials as required.
- Provide event and workshop support including event coordination, set-up, tear down, graphic creation, virtual meeting creation, Eventbrite configuration, and registration.
- Provide support services as required to the Executive Director in the delivery of programs.
- Assist in processing Client Agreements along with associated financial forms and program documentation (when required) to ensure program payment is received



and reporting is accurately tracked.

- Support the rollout of the annual marketing and communications plan, presentations, website, publications, etc.
- Manage client data, including but not limited to:
 - Track client interactions and contact information/profile information in CRM system following inquiries and consultations.
 - Track follow-up information post workshops and programs.
 - Track data and information for generating both internal reports and reports required for program funding sources as per contribution agreements.
 - Create and provide regular updates to client profiles and data.
- Other duties as required.

2.0 YOUTH ENTREPRENEURSHIP PROGRAMMING

10%

- Deliver Youth Entrepreneurship Programming, including the Summer Company Program.
- Coordinate the recruitment and selection process of program participants.
- Promote the program and its participants within the region through tradeshow, traditional media, and social media channels.
- Recruit and maintain a mentoring committee for current participants.
- Develop and coordinate participant training for the program.
- Complete site visits with each participant.
- Track and process expenditures related to the program and submit required documentation, analysis, reports, and information to the ministry.
- Develop and implement presentations regarding the program to regional organizations and educational institutions.
- Other duties as required.

3.0 FRONTLINE CUSTOMER SERVICE

10%

- Act as the first point of contact for entrepreneurs and assist with initial inquiries re: business advisory services, startup services, entrepreneurial ecosystem resources, and information on entrepreneurial and business programs.
- Monitor incoming calls and emails, assisting as required.
- Complete daily activities supporting the frontline operations of CFP.
- Maintain frontline and digital resources, including website content for client inquiries.
- Perform other related duties as required such as maintaining handouts, updating website and digital signage, etc.
- Other duties as required.

4.0 SOCIAL MEDIA COORDINATION

10%

- Support CFP in new content creation for Social Media platforms as it relates to corporate Business Plan; content creation, reels, SM engagement, re-sharing from corporate partners, creating basic content.
- Follow businesses to monitor the progress of startups and provide follow-up support. Listen and identify good news stories for sharing across SM platforms and internally.
- Celebrate client wins and provide encouragement and engagement on behalf of CFP on SM platforms.
- Other duties as required.

5.0 ACCOUNTABILITY GUIDELINES

- Works within the policies and procedures established by the Board of Directors and within the legislative parameters affecting the operations of the Corporation.

CFP supports Diversity, Equity, and Inclusion initiatives, encourages applications from qualified applicants of all backgrounds, including women, members of visible minorities, Aboriginal peoples, and persons with disabilities, and is committed to appropriate physical accessibility accommodation requirements.