



IDENTIFICATION

Department	Position Title	
Prosper NWT	Business Support Officer	
Position Number	Community	Division/Region
89-13959	Yellowknife	Finance & Programs / HQ

PURPOSE OF THE POSITION

The Business Support Officer is responsible for providing pathfinder services to NWT businesses enterprises and entrepreneurs and for assisting in the delivery of Prosper NWT's business support services within clearly defined policies and objectives to promote the long-term viability and growth of NWT businesses.

SCOPE

The purpose of Prosper NWT is to support the economic objectives of the Government of the Northwest Territories in a manner that benefits the people and the economy of the Northwest Territories (NWT). Prosper NWT achieves this objective by encouraging the creation and development of business enterprises, providing financial assistance to business enterprises, directly investing in business enterprises, and providing information to business enterprises and members of the public respecting the establishment and operation of businesses and other business matters.

Prosper NWT promotes economic development and financial independence, assists communities and organizations in capturing investment development opportunities, and helps develop and grow a diverse and viable northern economy. Prosper NWT is instrumental in supporting businesses to become long-term ventures in small market communities, creating significant local economic and employment opportunities.

Located in Yellowknife and reporting to the Manager of Business Services, the Business Support Officer is responsible for assisting in the development and delivery of Prosper NWT's client-focused non-financial business support services. The incumbent acts as a pathfinder to Northwest Territories (NWT) businesses and entrepreneurs to assist them in navigating available financial and non-financial business support programs and provides expert advice to



assist in promoting the long-term viability of NWT businesses. The incumbent also provides non-financial support and assistance to Prosper NWT subsidiaries and portfolio companies.

RESPONSIBILITIES

1. Provides pathfinder services to NWT business enterprises and entrepreneurs related to available financial programs and non-financial business support services.

- Provides financial and business development navigation and pathfinder services to NWT business enterprises and entrepreneurs.
- Establishes and maintains strategic relationships with governments, agencies and organizations providing financial and non-financial support programs and services accessible to NWT business enterprises and entrepreneurs.
- Establishes strong, ongoing relationships with Prosper NWT clients accessing financial programs and non-financial business support services.
- Acts as a key point of contact for business enterprises and entrepreneurs to ensure they have ready access to non-financial and financial information and available programs and services to help them grow and become viable.
- Guides and assists business clients in applying for and accessing Prosper NWT and non-Prosper NWT financial programs and business support services.
- Researches and compiles information on grant and contribution opportunities, including eligibility requirements, deadlines, and application procedures to assist business enterprises and entrepreneurs in accessing all available applicable financial programs.
- Researches and compiles information on business support services opportunities, including eligibility requirements, deadlines, and application procedures to assist business enterprises and entrepreneurs in accessing all available applicable business support services.
- Meets and engages with clients to explain our products and services, offering guidance and answering questions prior to the submission of applications.
- Reviews applications for completeness and accuracy and provides feedback to clients on areas of improvement.
- Coordinates with business enterprises and entrepreneurs to collect and organize required documentation to support financial program and business support service applications.
- Provides clients with advice and resource materials related to basic business skills and solutions, such as bookkeeping, inventory management, human resource management systems, marketing, risk management, standards of practice, and Canada Revenue Agency and other regulatory requirements.
- Provides clients with information and advice related to opportunities, new initiatives, and trends that may be of assistance or interest to clients.



- Assists Manager of Business Services and the Comptroller in improving performance of Prosper NWT as well as subsidiary and portfolio companies with various tasks as needed.
- Prepares and edits organizational publications for internal and external audiences including online and written materials.
- Establishes or maintains cooperative relationships with representatives of communities, consumer and employee or public interest groups.

2. Works with NWT business enterprises and entrepreneurs to assess their basic business needs and provide advice and support.

- Provides one-on-one client expert advice and customer service support.
- Assesses clients' business practices and internal processes and provides recommendations related to non-financial business solutions and services that may be available.
- Analyzes clients' business performance, trends and readiness for new initiatives to identify areas of improvement and provides one-on-one business advice designed to effectively grow and sustain their business operations.
- Provides training and assists business enterprises and entrepreneurs with the development and implementation of marketing plans and product promotion.
- Monitors business operations of clients and provides timely advice on basic business solutions and best practices.

3. Provides non-financial support services to Prosper NWT subsidiaries and portfolio companies.

- Supports subsidiaries and portfolio companies in product promotion, product and service awareness, marketing strategies, advertisement initiatives, promotional campaigns and materials, social marketing, website content and other types of media.
- Researches relevant trade shows and sales opportunities and recommends product promotion events, pricing, and product stock.
- Liaises with subsidiary and portfolio company staff to ensure price list and product catalogues are up to date.
- Anticipates sales cycles and trends and provides advice to subsidiaries and portfolio companies.
- Researches new markets for subsidiaries' and portfolio company's products to enter.
- Updates writing materials for release to clients and customers including brochures, pamphlets, as well as necessary website updates.
- Studies the objectives, promotional policies and needs of organizations to develop strategies and promote ideas, products and services.
- Orders and designs new promotional items, as required.



- Works with marketing and communications team to identify trends or key group interests or concerns to provide advice on marketing decisions.
- Attends NWT trade shows, business events and conferences to stay up to date on business needs and the latest industry trends and opportunities.

4. Manages and monitors subsidiary and portfolio companies' inventory

- Administers the inventory management system of the subsidiary and portfolio companies and acts as the main point of contact for subsidiary staff.
- Assists subsidiaries and portfolio companies with inventory management and produces monthly, quarterly, and year-end reports on inventory and sales.
- Assists in troubleshooting inventory systems and ensures quality assurance and integrity is maintained.
- Develops knowledge of subsidiary and portfolio companies' product lines, monitors product quality, updates subsidiary and portfolio company websites, product catalogues, and product information.
- Administers subsidiaries' and portfolio company's inventory management systems, as necessary, and trains subsidiary and portfolio company staff on inventory management.
- Arranges public appearances, exhibits and meets with clients to increase product and service awareness.
- Assists subsidiaries and portfolio companies with supply chain issues and outstanding orders, receives materials and products, assists with shipping, and evaluates the most efficient shipping methods.
- Maintains customer accounts as necessary and responds to customer correspondence and enquiries including photographing products.
- Produces and works with financial team to develop detailed reports on inventory, sales and expenses.
- Researches and recommends product promotion, new inventory/products and makes price-change recommendations.
- Supports subsidiary staff to address the POS (point of sale) system issues as required.
- Updates inventory or works with other subsidiary or portfolio companies to update and maintain inventory purchases and sales.
- Maintains stock of inventory online and ensures accuracy of online stock, including any items sold on consignment.
- Maintains and monitors a bring-forward filing system to track commitments and correspondence, ensuring timely preparation of responses.
- Follows up on status of existing orders and relays information on orders and requested inventory with the staff of the subsidiaries and portfolio companies.
- Forecasts sales, anticipates sales cycles and re-stocking of inventory levels accordingly.



5. Assists and coordinates the development and implementation of business support service special projects

- Researches externally offered business support services and programming to determine which may meet the needs of NWT businesses and may be feasible for roll-out in the NWT.
- Assists and participates in the development and implementation of special projects related to business support services and programming designed to support the growth and viability of NWT business enterprises and entrepreneurs.
- Liaises with government departments, external governments, agencies, academia, and economic, business development, and venture capital organizations to facilitate the development and delivery of special projects.
- Prepares regular reporting on the implementation of special projects for use by Prosper NWT senior management, the Board, and the Minister.

6. Supports and Assists Executive Leadership

- Provide relevant information to Executive Leadership to support planning for tradeshow, sales missions, and promotional activities,
- Assist in maintaining customer relationships through timely follow-up and feedback collection.
- Participates in staffing booths, retail locations, and promotional outlets as needed.
- Keeps Executive Leadership informed of sales trends and potential cost-saving opportunities.

7. Assists in the delivery of Prosper NWT business support services, including ADAPT, CBNWT and ElevateIP.

- Assists the Manager, Business Services and the E-Commerce Advisor in the delivery of Prosper NWT's business support services.
- Assists in the delivery of Prosper NWT's e-commerce services to clients.
- Supports NWT business enterprises and entrepreneurs with digital transformation by assisting in the delivery of the Accelerate Digital Adoption Projects for Tomorrow (ADAPT) Fund.
- Supports clients in planning and identifying digital projects eligible for digital adoption funding programs.
- Supports NWT business enterprises and entrepreneurs by assisting in the delivery of digital adoption funding programs.
- Supports clients in applying for and processing digital adoption micro-grants and supports the E-Commerce Advisor in providing advice to clients as necessary.



- Liaises with the Canadian Northern Development Agency (CanNor) in the delivery of Canada Business NWT (CBNWT) services.
- Provides support services to start-ups and small businesses by delivering online and in-person learning sessions, and providing step-by-step advice for starting a business, industry publications, business tools, and information about government programs, services, and regulatory requirements.
- Maintains Prosper NWT's business centre and business library as part of the roll-out of CBNWT services.
- Liaises with New Ventures BC and external organizations on the implementation of the ISED Elevate IP (Intellectual Property) program.
- Delivers the Elevate IP program in the NWT.
- Works with clients to raise awareness and provide educational programming and strategic guidance and funding in accordance with the Elevate IP program.
- Ensures necessary tracking and reporting on the Elevate IP program is completed and submitted in a timely manner as required.
- Provides general intellectual property advice and best practice information to clients.
- Provides assistance and support in the delivery of Prosper NWT's venture investment and term loan programs, when and as required.
- Develops briefing materials for senior management, Board and Minister use on the status of Prosper NWT's business support services.

8. Researches industry trends and new business supports.

- Conducts research and gathers ideas and best practices to apply to new and enhanced business support services offered by Prosper NWT.
- Gathers client feedback on existing Prosper NWT programs and services and needs of NWT business enterprises and entrepreneurs.
- Carries out research, compiles information and prepares briefing material and client resources related to new business support programs and services being developed or rolled out.
- Carries out economic and industry trend environmental scans and analysis to gather ideas, best practices and insights into the latest industry trends and NWT business needs.
- Provides information to Prosper NWT senior management to assist in planning attendance at trade shows and business events.
- Represents Prosper NWT at designated booths at trade shows and business events.
- Provides strategic advice to Prosper NWT senior management on potential new business support services that could assist NWT business enterprises and entrepreneurs.
- Assists in sourcing and adopting new support service solutions.



WORKING CONDITIONS

Physical Demands

Occasional (four times per year) moderate physical activity is required when moving, setting up, and storing products and booth materials.

Environmental Conditions

No unusual demands.

Sensory Demands

No unusual demands.

Mental Demands

Occasional travel is required (four times per year).

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of Prosper NWT's goals and objectives and the socio-economic, business and political environment in which Prosper NWT programs and services are offered.
- Knowledge of and ability to analyze and interpret legislation, policies, and procedures.
- Knowledge of business best practices and principles.
- Knowledge of MS Office operating systems and software (Word, Excel, PowerPoint, Teams, Outlook, Access), Adobe Acrobat Pro, and appropriate use of the internet.
- General knowledge of supply chain management and ability to apply supply chain management best practices and principles.
- Knowledge of records management principles and ability to become proficient in records management systems and procedures.
- Proven skills to carry out regular reporting, develop and draft reports, and meet reporting requirements.
- Working level product promotion, marketing and project management skills.
- Interpersonal skills and customer service skills.
- Ability to build and maintain strong client relationships.
- Strong networking abilities and able to represent the organization in a professional manner.
- Strong ability to communicate clearly, effectively, professionally and courteously, both verbally and in writing.
- Strong ability to interact with the public and respond to a variety of enquiries, requests and concerns.



- Ability to become proficient in the knowledge of all financial and non-financial programs and support services offered by Prosper NWT and ability to communicate these effectively to clients.
- Ability to comprehend and retain information related to client needs.
- Ability to acquire a working level knowledge of digital technologies for use by small business.
- Ability to acquire a strong understanding of the principles of intellectual property and best practices for business.
- Ability to research, compile, access, and process large amounts of information with accuracy in a timely manner.
- Ability to analyze and assess information and make recommendations.
- Time management skills with ability to prioritize, multitask and meet deadlines.
- Ability to work with people in an effective, respectful manner.
- Ability to accurately process large amounts of information.
- Ability to complete routine tasks with a level of quality and accuracy.
- Ability to work independently as and when required.
- Skilled in teamwork with members from a variety of backgrounds and cultures.
- Ability to consider diverse literacy levels across the general population when developing documents and resources and sharing materials.
- Understanding of the impacts of colonization and institutional and structural racism and biases on society, in particular Indigenous people who make up more than half the NWT population.
- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A diploma in business, communications, sales, marketing, office administration, or a related field and 3 years related experience.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security (check one)

- ☐ No criminal records check required
- ☒ Position of Trust – criminal records check required
- ☐ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

☐ French required (must identify required level below)

Level required for this Designated Position is:

ORAL EXPRESSION AND COMPREHENSION

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

READING COMPREHENSION:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

WRITING SKILLS:

Basic (B) ☐ Intermediate (I) ☐ Advanced (A) ☐

☒ French preferred

Indigenous language: Select language

☐ Required

☐ Preferred

CERTIFICATION

Title: Business Support Officer

Position Number: 89-13959

Employee Signature	Supervisor Signature
Printed Name	Printed Name
Date <i>I certify that I have read and understand the responsibilities assigned to this position.</i>	Date <i>I certify that this job description is an accurate description of the responsibilities assigned to the position.</i>
Deputy Head/Delegate Signature	Date
<i>I approve the delegation of the responsibilities outlined herein within the context of the attached organizational structure.</i>	

The above statements are intended to describe the general nature and level of work being performed by the incumbents of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position.