

## **BUSINESS SERVICES COORDINATOR, CBBC**

### **SUMMARY**

The CBBC Business Services Coordinator provides customer support, procurement, contracting, administrative, accounting, logistical and secretarial support services to the Columbia Basin Broadband Corporation (CBBC). This position reports to the Projects and Infrastructure Manager of CBBC.

### **KEY ACCOUNTABILITIES**

#### **1. Provides Customer Support Services.**

- Liaises with CBBC customers and coordinates the process of and acts as the main interface between the customer and CBBC on addressing customer service issues.
- Receives, identifies and troubleshoots customer issues and concerns (e.g. ensures timely follow-up, escalates issue as appropriate).
- Supports the development of customer service workflows and processes and ensures the same are followed.

#### **2. Provides Administrative, Logistical and Secretarial Support.**

- Works with high levels of discretion, tact and judgment to protect the confidentiality of senior management discussions and decisions.
- Maintains and updates corporate files and records in electronic and physical filing systems.
- Maintains and updates contact list for CBBC.
- Develops correspondence, keeps records, undertakes data entry, and provides reports related to CBBC's strategic plan, initiatives and programs.
- Provides secretarial and administrative support services to the COO, CBBC staff, Southeastern BC Regional Connectivity Committee (RCC), and others as required.
- Coordinates activities and liaises with CBBC partners, clients and other stakeholders and maintains a co-operative relationship with the same.
- Provides regular feedback to CBBC executives and staff regarding issues with opportunities to improve CBBC processes.
- Coordinates internal and external CBBC meetings, including the compilation and distribution of meeting materials, note taking, meeting set-up and other activities as requested.
- Creates work plans and tracks progress on related deliverables.
- Maintains all meeting minutes and resolutions in electronic filing systems.
- Researches various issues and prepares summaries of findings.
- Prepares presentations.

#### **3. Provides accounting support.**

- Assists with invoicing, payables, receivables and other financial duties as directed by the Projects and Infrastructure Manager.
- Provides guidance to Accounts Receivable on customer billing and liaises between Accounts Payable and other CBBC staff as needed.

**4. Provides procurement and contracting support to CBBC.**

- Identifies requirements relating to the delivery of required goods or services, gathers background information, prepares draft Request for Proposals (RFP) documents, compiles evaluation criteria for proposals and issues RFPs.
- Assists with contract development, monitoring and ensures compliance with Canadian trade agreements.
- Liaises with proponents and other related stakeholders pertaining to RFPs.
- Processes final reports and invoices, reconciles with contracts and identifies discrepancies, following up with external parties as required.

**5. Provides administrative operational support to CBBC.**

- Gathers information related to CBBC's assets and ensures that material assets are added to CBBC's insurance policy in a timely manner.
- Ensures that critical operational information in CBBC's portal system is up to date.
- Monitors the expiration of agreements to ensure a proactive approach in renewals/terminations.
- Manages CBBC's communication calendar of events (e.g. Basin link articles, Newsletter mail out).
- Compiles information for CBBC's regular newsletter.

**QUALIFICATIONS**

**Training and Experience**

- High school graduation with formal post-secondary training in business administration, office software, secretarial services and/or research services.
- Three to five years of experience in office administration, research and secretarial services including customer service and accounting.
- Experience working with executives in a complex business environment with high public contact.

**Knowledge, Skills, and Abilities**

- Sound knowledge of CBBC objectives, operations and administrative and organizational structures.
- Working knowledge of the procurement process and contract management best practices.
- Well-developed communications skills are essential, both oral and written.
- Strong interpersonal and relationship management skills.
- Strong computer skills, including MS Office software (particularly Excel, Outlook, Word, and PowerPoint).
- Familiarity with Visio is an asset.
- Familiarity with telecommunication industry is an asset.
- Ability to exercise a professional manner, initiative, tact, diplomacy and discretion in dealing with a wide range of contacts.
- Ability to prioritize and manage multiple projects while ensuring accuracy and meeting deadlines.
- Ability to establish and maintain strong working relationships throughout the organization and externally.
- Ability to maintain a high degree of confidentiality.
- Ability to exercise initiative, bring sound judgment to making decisions and problem solving