




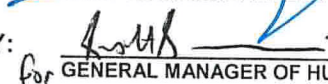
JOB DESCRIPTION

JOB TITLE: INVESTOR SERVICES COORDINATOR

REFERENCE NO: 36250

DIVISION: CHIEF ADMINISTRATIVE OFFICE

DEPARTMENT: INVEST MEDICINE HAT

APPROVAL DATES: BY:  DATE: 2019-11-22
BY:  DATE: November 22, 2019
for GENERAL MANAGER OF HUMAN RESOURCES

GENERAL DESCRIPTION:

The Investor Services Coordinator directly supports the Invest Medicine Hat (IMH) mandate by serving as a concierge to those looking to invest or do business with the City of Medicine Hat (City). Key functions include coordinating all aspects of the processes and resources established to ensure the City maintains development investment readiness and is able to efficiently and effectively execute on emerging development opportunities.

IMH serves as a uniquely branded, key component of the City's strategy to facilitate economic vitality and community vibrancy. Through a comprehensive and multi-faceted approach to economic development, marketing and communications, IMH serves to promote a well-governed community of choice and instill confidence in both residents and investors. By capitalizing on the City's "open-for-business" reputation and leveraging considerable real estate holdings, IMH strives to contribute to a healthy economic environment and facilitate conversion of opportunities generated into actual investment in the community.

ORGANIZATIONAL RELATIONSHIPS:

- Reports directly to the Director – Economic Development.
- Maintains productive working relationships within the IMH team and with other City departments (i.e. Development Investment Readiness Team (DIRT) members).
- Builds and promotes positive relationships with entrepreneurs, investors and business developers to understand their needs and facilitate their progress through the City's development investment readiness processes.
- Interacts with government officials, economic development agencies and other external stakeholders.

PRIMARY FUNCTIONS/ACCOUNTABILITIES:

- Provides key point-of-contact concierge service and follow-up to all entrepreneurs, investors and business developers including liaising with the regulatory development approval functions (e.g. Planning and Development Services, Technical Coordinating Committee, Utilities Business Development and Support, etc.).
- Coordinates day-to-day services to investors proceeding with projects including ongoing communications, advocacy, issue follow-ups, plus tracking and reporting progress.
- Coordinates DIRT efforts in support of investment and development opportunities.
- Participates in the development of various economic development incentive programs and administers all aspects of approved programs with eligible parties.
- Identifies, accesses, and administers economic development and tourism funding programs from Federal and Provincial governments.
- Continuously monitors internal processes for efficiency and effectiveness and recommends improvements.

- Participates in IMH projects and initiatives such as the process improvements initiative supporting the 'open-for-business' mandate of the City.

REQUIRED COMPETENCIES:

- Strong public relations and collaboration skills, with demonstrated skill in developing and maintaining effective working relationships.
- Demonstrated customer-service orientation and discretion in handling confidential matters.
- Demonstrated issue management and negotiation skills in an environment with competing priorities and time sensitive projects.
- Excellent organizational skills and demonstrated ability to follow through.
- Strong understanding of City processes related to sale of land, utility services, development approvals and legal agreements.
- Demonstrated ability to analyse processes and develop process improvement recommendations.
- Demonstrated ability to work independently or as a team player.
- Well-developed written and oral communication skills.

REQUIRED QUALIFICATIONS:

- Successful completion of a Bachelor's Degree from a recognized post-secondary institution in commerce, economics, business administration or related field.
- Five (5) years related experience in business administration, process improvement and / or customer service with preferably at least three (3) years in an economic development related role.
- An equivalent combination of management approved experience and education may be considered.