


Job Description – Business Systems Coordinator

KNet Business Systems Coordinator			
	Status: Full-Time	Supervisor: Penny Carpenter	Salary Range:
	Department: KO-KNet	Location: Sioux Lookout	
	Revision Date: 1 May 2017		Effective Date:
Employee Name (Printed):		Employee Signature:	
Supervisor Position: Director		Supervisor Signature:	

Job Statement

KNET is a network aggregator that deploys and supports enterprise- and consumer-level IMIT and telecommunications services in Ontario and maintains service-level partnerships across Canada. The Business Systems Coordinator works directly under the supervision of the Director to optimize existing business opportunities and identify service development needs, and monitor adoption, acceptance, and satisfaction with new services. This person engages existing clients, conducts research, responds to requests for proposals, participates on project and product development teams, and regularly reports the status of business development opportunities and partnership initiatives.

Job Duties:

Business Support

- Work closely with the KO accounting team to support daily accounting procedures
- Work with KNet Management to support internal business processes.
- Provide KNet management with up to date KNet financial information.
- Other duties as assigned.

Customer Accounts

- Responsible for the day-to-day servicing of assigned accounts, including: planning, revenue growth targets and all operations necessary to profitably retain, grow and service the customer
- works with strategic partner accounts and maximizes revenue potential
- Assists in drafting, revisions and execution of customer agreements
- Develops annual partner plans including critical paths, contact strategy, business opportunities, and key areas of focus with KNet management
- Other duties as assigned.

Business Development

- Tracks and reports on partnership and business development revenue and monitors and reports on service adoption, acceptance, and satisfaction with KNET services
- With key KNet team leads prepares and presents new business proposals that reflect solutions to specific client business needs using a fact-based approach
- Conducts research into relationships that should be developed and manages effective partnerships with both existing and new partners
- Develops communication/marketing plans and materials.
- Other duties as assigned.

Job Specifications

- Post-secondary diploma or degree in Business Administration, Management, Marketing or a related field is required
- Minimum of 3 – 5 years experience in a partner/sponsor management, partner servicing, or marketing related role
- Must have a solid understanding of marketing programs, events and promotions, as well as experience in developing partnership and new service development plans
- Project management background and expertise is an asset
- Strong interpersonal skills and the ability to establish and manage trusted relationships with community and business leaders
- Strong organizational and time management skills with proven attention to detail
- Superior writing and verbal communication skills
- Customer focused and a strong partner advocate
- Hands-on, self-directed coordinator who plans, prepares and executes professionally
- Ability to work well with limited supervision and with limited resources
- Proficiency in MS Office Suite
- High energy, enthusiasm and initiative
- Familiarity with the people and communities that make up the Nishnawbe-Aski Nation

Working Conditions and Physical Effort:

- Responsibilities may require working evenings and weekends, sometimes with little advanced notice.
- Regular travel is required.