

Benchmark Position Number: 5.15

**Classification
Level: 5**

Position Title: **International Business Development Assistant**

Context:

The Canadian Trade Commissioner Service is a world-wide network of professionals in international business development (IBD), with preferred access to business knowledge and contacts, who are committed to advancing Canadian interests abroad. These positions contribute to the delivery of the IBD program at the mission in accordance with the New Approach @ Work and Government of Canada policies for international trade, investment, and science and technology, with the objective of helping Canadian clients make better business decisions abroad.

Notes:

1. Unless otherwise indicated, in this document the word “clients” refers to both clients and partner clients.
2. Building Block 1, **Job Profile “F”** of the Trade Commissioner Service Organizational Structure Models
3. This position is similar to job profile ‘V’, IBD Administrative Assistant to the TPM.
4. See TCS User Guide on Horizons which gives further guidance on use of Job Profiles plus provides additional job profiles.

Summary:

Reporting to one or more IBD Officers, provides administrative services to one or more IBD Officers.

Duties:

% of time

Accountabilities: A, B, C, D, E = 60%

A. **Development/Maintenance of Knowledge of The “New Approach” and Electronic Tools**

- 1) Develops and maintains a thorough knowledge and understanding of DFAIT’s “New Approach” to promoting Canada’s commercial and economic interests in foreign markets (including core and non-core services), attracting local investment to Canada, and identifying potential Canadian and local S&T partnerships, of all related client service policies and practices, and
- 2) of all electronic aids, web sites, systems, information management and trade tools, internet research skills, etc., and applying/using these effectively in day-to-day work.

B. **Trade Exhibition Participation**

- 1) Staffs Canadian booths at selected key and/or Brand Canada trade exhibitions, distributes promotional material on Canada, responds to general enquiries on Canada’s economic, political, geographic structure, society and culture, and refers

more complex enquiries to the IBD Officer(s) for action.

C. Operational Contacts

- 1) Establishes and maintains a range of operational contacts in local firms, industry associations, and government organizations with whom the IBD Officers have regular dealings, and
- 2) contacts them to make appointments/schedule meetings for the IBD Officers,
- 3) develop/update mailing lists, and gather tombstone information, and
- 4) prepare associated briefings for the Officers prior to their outcalls.

D. Document Management

- 1) Edits responses to enquiries prepared for the IBD Officer's signature by the InfoCentre to ensure grammatical accuracy, completeness and consistency with the IBD Officer's point of view on the issue at hand.
- 2) Rewrites documents to conform with the IBD Officers style and submits them for signature.

E. Research

- 1) Conducts independent research of information sources (e.g., web sites, VTC, eCRM, material from IBOC at Headquarters) to remain abreast of current issues and trends in respect of sectoral issues associated with the position portfolio.

Accountabilities: F, G, H = 15%

F. Administration of the Office

- 1) Serves as a team member with one or more IBD Officers responsible for planning and delivering the IBD program in assigned sector(s), (e.g., agriculture, fisheries, food, forestry, chemical, oil and gas, consumer products, biotechnology, or mining and mineral sectors, etc.).
- 2) Ensures the efficient operation of the office at all times: makes decisions regarding urgent or high priority requests that require independent action or referral to other IBD staff for assistance, and
- 3) updates electronic systems accessed by the Officer(s) so they can remain informed of current issues/needs.

G. Financial Monitoring and Reporting

- 1) Monitors, controls and reports on the event, including funds transferred to the mission by SMFF to cover costs as specified in the BMAs for visits to the mission.
- 2) Reconciles accounts and returns unused funds within specified time frames after the event.

H. Other Duties

- 1) Performs a variety of administrative support activities, including completing hospitality and travel advances/claims; and maintaining electronic and hard copy files, manuals and mailing lists, etc.

Accountabilities: I, J = 15%

I. Logistics for IBD Events

- 1) Organizes administrative and logistical arrangements for trade fora, seminars, partnering events and other promotional initiatives put on by the IBD Program at the Embassy.
- 2) This includes using pre-qualified service providers or personally researching company information and developing mailing/invitation lists of Canadian clients and local contacts; receiving RSVPs and preparing contact lists of guests for networking purposes, management of IBD event requirements with internal partners and external service providers (e.g., management-consular section, security, catering, public affairs, transport, transport, etc.), ensuring set-ups are in place, and liaising with participants and resolving problems during the event.

J. Visit Program Coordination

- 1) Coordinates visit programs for Canadian company executives and senior federal and provincial government officials when either Business Mission Agreements (BMAs) or cost sharing agreements allow.
- 2) Advises clients of pre-qualified service providers who can assist them with their detailed requirements, including catering, hospitality, hotel accommodation, ground transportation, facilities rental, audio-visual equipment suppliers, translators, interpreters, etc.

K. Pre-Qualified Service Provider Monitoring and AssessmentAccountability: K = 10%

- 1) Monitors services provided by pre-qualified service providers;

- 2) advises the IBD Officer and the InfoCentre on the acceptability of their performance, to ensure pre-qualified service providers continue to be reliable, trustworthy and cost effective.