

Benchmark Position Number: 7.16

**Classification
Level: 7**

Position Title: Junior International Business Development Officer

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 TCS Client Service Policies 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 2, **Job Profile “G”** of the Trade Commissioner Service Organizational Structure Models
3. See TCS User Guide on Horizons which gives further guidance on use of Job Profiles plus provides additional job profiles.

Summary:

Reporting to the IBD Manager, with a focus on a lower level priority sector and/or several reactive sectors, contributes to the delivery of the IBD program at the mission.

Duties:

% of time

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

A. Development of Knowledge of Market Place and Advice/Response to Clients

- 1) Researches and develops current knowledge of the political and economic context of the local market place as it pertains to the assigned lower priority and/or reactive sector(s), including such aspects as the general enabling environment (e.g., economic and political aspects), general regulatory environment (e.g., tax laws, tariff structures), specific requirements (e.g., general labelling or other requirements for goods), local buying and import patterns.
- 2) Identifies trends.
- 3) Based on this information, responds to requests for information from clients, and
- 4) develops background information and reports to increase clients’ awareness of local business environment and trade opportunities.

B. Relationship Building with Clients

- 1) Proactively develops relationships with new clients and pursues new opportunities with existing clients by conducting outreach to Canada and regional trade events.

- 2) Assesses clients' potential in the target market and provides market intelligence/advice on opportunities and challenges of doing business in the host country, as well as on upcoming events (trade fairs, conferences, seminars, trade missions, etc.) that they may participate in.

C. Face-to-Face Contact Locally

- 1) Researches business needs of local contacts prior to initiating a relationship and engages in outcalls or corporate liaison activities, to promote Canada and its products in the assigned sectors.

D. Advice to Clients on Local Assistance

- 1) Analyzes the business operations, appropriateness and reliability of local contacts vis-à-vis clients and advises clients on reputable local contacts to help them refine their business strategies. Types of local contacts can be diverse, and can include buyers, partners, agents, manufacturers' representatives, distributors, importers, consultants, accountants, government associations, chambers of commerce, lawyers, patent attorneys, financial institutions, etc.

E. Troubleshooting

- 1) Analyzes diverse potential and actual business problems encountered by clients. Develops and advises clients of strategies for resolving them. Issues can include insurance coverage and claims, customs clearance, contract bidding, shipping, overdue accounts receivables.
- 2) Collaborates with and seeks guidance from a more senior officer on issues having substantial policy implications, such as those concerned with market access, which may require development of strategies to lobby the local government for change.

F. Advice to Clients on, and Monitoring of Pre-Qualified Service Providers

- 1) Identifies and advises clients on the use of pre-qualified local service providers for visits, seminars, etc.
- 2) Analyzes subordinate staff assessments of pre-qualified suppliers' performance and advises the IBD Program Manager or InfoCentre Manager (where one exists) on the acceptability of their performance, to ensure pre-qualified service providers continue to be reliable, trustworthy, and cost effective.

Accountability: G = 15%

G. Participation in Event Planning and Execution

- 1) Participates in the organization and execution of high-level visits of Canadian ministers, federal/provincial government officials, and senior industry executives to the host country, and host country official and industry visits to Canada.

- 2) Forecasts budgetary requirements (including logistics coordinating fees, room rental, transportation, catering, interpretation, etc.) and develops and submits the Mission Profile to the mission organizers in Canada, required for the development of the Business Mission Agreement (BMA). Monitors the development of the BMA and identifies and recommends to a more senior officer methods for resolving problematic issues.

Accountability: H = 10%

H. Science and Technology and Investment Activities

- 1) Remains alert to potential S&T and investment opportunities locally.
- 2) Works with a more senior IBD Officer or the IBD Program Manager to identify and analyze all pertinent information (such as the expansion philosophy of local companies, bilateral or multilateral positions of the host government where S&T issues are concerned),
- 3) to define associated parameters (such as market developments in the country affecting company investment or R&D decision making), and
- 4) to qualify credible leads.
- 5) Drafts business cases; refers credible leads to the appropriate Officer, (i.e., Investment or S&T Champion, full time Investment or S&T Officer at the mission, or Ottawa).

Accountabilities: I, J = 10%

I. Research and Communications

- 1) Researches and synthesizes information from diverse sources and writes/edits responses to complex requests for information from clients.
- 2) Approves correspondence and business communications prepared for clients by the InfoCentre in response to their core service enquiries.
- 3) Drafts and recommends articles to be posted on the mission internet site and/or information for inclusion in electronic systems, and
- 4) drafts speeches for delivery by the IBD Program Manager or HOM to local organizations or clients.

J. Optimization of Technology/Tools

- 1) Optimizes the use of available technology as part of a mobile, wireless and remote access workforce, to improve client services.
- 2) Undertakes ongoing client and contact management, and
- 3) shares information with colleagues in the office, region and world-wide, through ongoing updating of electronic systems. Is responsible for, and

- 4) collaborates with the InfoCentre (where one exists) to ensure accuracy and timeliness of all information at the mission on assigned sector(s).

Accountabilities: K, L = 5%

K. Business Planning for the Sector

- 1) Develops business plans for the assigned sector(s), and develops and recommends new/enhanced policy for the IBD program at the mission, as part of the IBD Team.

L. Supervision, Project Budget Planning and Management, and Team Work

- 1) Shares supervision of an IBD Assistant; collaborates in the development of objectives and performance appraisals.
- 2) Manages budgets for assigned projects within the IBD program, and the monitoring and reporting on achievement against plan.
- 3) Shares information, strategies and tactics with other members of the IBD Team.