

## **Business Development Coordinator (Bilingual)**

### **Job Description**

Incumbent: TBD

A candidate with strong business development skills, a deep understanding of arbitration, adjudication, and other dispute resolution processes. Reporting directly to the ADRIE Executive Director, the incumbent will play a crucial role in advancing the organization's vision by strategically expanding our national footprint.

#### **Summary of Role and Responsibilities**

##### **1. Affiliate Relationship Management**

- Cultivate and maintain strong relationships with existing affiliates, understanding their needs, and ensuring high levels of satisfaction.

##### **2. Business Development**

- Identify and pursue new business opportunities to expand ADRIE's presence in the alternative dispute resolution market.
- Collaborate with the ADRIE Executive Director to execute strategic business development plans.
- Collaborate with the Affiliates to execute strategic business development plans.

##### **3. Event Coordination**

- Plan and coordinate workshops, conferences, and other events to showcase ADRIE's expertise and services.
- Manage logistics, including venue selection, marketing collateral, and participant engagement.

##### **4. Marketing and Promotion**

- Develop and implement marketing strategies to promote ADRIE's roster and services to potential clients.
- Create compelling content for promotional materials, website, and social media platforms.

##### **5. Collaboration and Communication**

- Work closely with internal teams to ensure seamless coordination of business development activities.
- Communicate effectively with stakeholders, both internally and externally, to foster collaboration and partnerships.

##### **6. Research and Analysis**

- Stay informed about industry trends, competitors, and market conditions to identify opportunities for growth.
- Conduct market research to inform strategic decision-making.



### **Administrative Responsibilities**

- Respond to email and telephone enquiries
- Maintain electronic files for historical reference
- Maintenance and redistribution of revisions to forms/documents/marketing materials
- Develop written content for websites, social media, newsletters and eblasts and assist with website maintenance, PowerPoint presentations and other communication strategies

### **Requirements:**

- Post-secondary diploma or certification in Business, Marketing, Arbitration or equivalent, relevant business development, project coordination, and/or other combinations of education and experience
- Solid knowledge of arbitration, adjudication and other forms of dispute resolution
- Excellent, professional, client-service-oriented oral and written communications skills and email etiquette
- Strong and up-to-date technological capabilities (expert use of Microsoft Office suite, online apps, web-based collaborative tools, web-page management/editing)
- Meticulous attention to detail, a high degree of accuracy and committed to excellence
- Exceptional organizational and prioritizing skills; works with a sense of urgency
- High level of integrity, confidentiality and accountability
- Strong interpersonal, relationship building and conflict resolution skills

### **Attributes and Assets:**

- **Bilingualism:** Ability to understand as well as speak, read and write in a clear, concise and professional/business manner in French is a strong asset
- Business development, administrative and project management skills (research, analysis, coordination, presentation of information and implementation)
- Creative problem-solving skills, capacity for innovation
- Initiative, adaptable, and able to work under pressure
- Ability to function independently yet collaboratively within a team
- Self-motivated and responsible, doesn't need supervision to stay on track or to adhere to policies
- Checks own work to ensure accuracy, is unafraid to ask for assistance/clarification when necessary
- A sense of calm and confidence no matter how pressured a situation
- Entrepreneurialism: ownership of role and responsibilities, commitment to task completion without clock-watching
- Demonstrates commitment to continuous quality improvement through ongoing evaluation of operational processes

### **Reports to: Executive Director**