



## Job Description: Program Coordinator Overview

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Reports to: VP, Sustainability and Strategy

Terms: Full-time, permanent employment; Monday-Friday based on a 40-hour workweek.

*Weekend work and travel are occasionally required.*

4VI (formerly Tourism Vancouver Island) 4VI is a non-profit social enterprise that exists to ensure that tourism is a force for good on Vancouver Island- forever. As a Board and staff team comprised of proud Vancouver Island Region residents, we are committed to protecting our Island destination and the communities, cultures, businesses and natural environments that bring joy to residents and visitors alike. Our innovative and integrated tourism advisory services will advance the well-being of the Vancouver Island Region and surpluses will be invested into the 4VI Impact Fund.

The successful proponent will be an important member of the team. This position is focused specifically on office administration and project coordination.

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The primary responsibilities of this role are:

### Office Administration

- Providing office administration support as requested
- Maintaining the Stakeholder Database, and Project Database and supporting all staff members in using the Database Software appropriately;

### Program Coordination:

- Acting as a conduit between Industry Support contractors and 4VI staff;
- Providing information on Industry Support programs to 4VI's communications lead, and helping to generate story ideas that promote Industry Services;
- Helping to design Industry Support program success metrics, and maintaining an ongoing evaluation of program results;
- Supporting 4VI's sustainability initiatives including the Responsible Tourism Institute's Biosphere Certification;
- Data collection, research and analysis to support the BC Tourism Impact Portal;
- Preparing reports and providing presentations as required.

This role will also work in a highly collaborative model of client service delivery and the incumbent will be expected to work collaboratively across departments.

- Working under the direction of the VP of Sustainability and Strategy, and closely with the Director, Sustainability and Specialist, Destination Development
- Participate in quarterly planning meetings with the Tourism Industry Services team, as well as weekly project management meetings;
- Supporting the Manager, Marketing Operations by performing Project Coordination tasks as assigned and in the delivery of annual marketing campaign activities;
- Maintain a Work Plan and coordinate the tactical implementation of the Work Plan with members of the 4VI team;
- Successfully meet project timelines and budget allocations;
- Support the delivery of all funding and internal reporting requirements;
- Contribute as a member of the 4VI team such that you may be asked to apply your skills to other projects and clients

#### Desired Skills, Qualities & Experience

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- Post-secondary education in a relevant field like Tourism Management, Marketing, Business Administration or a similar combination of education and work experience
- 1-2 years in a role that requires organization, administration and project management skills considered an asset
- Some experience in marketing and/or tourism development is considered an asset
- Excellent verbal and written communication skills
- Excellent people skills, with a noted ability to build relationships that are respectful and highly collaborative
- An outgoing personality that thrives in meeting new people (sales skills because that is what's required to meet, greet, and win friends)
- An ability to juggle multiple and competing priorities with a high degree of organizational skill
- A preference for working in a team environment, with a great deal of flexibility and self-management
- High-degree of sensitivity in dealing with the public, staff, board and stakeholders
- In-depth knowledge of the Vancouver Island Region
- Able to travel and work flexible hours as required
- A valid driver's license and a reliable vehicle an asset

#### Terms

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- The position is based on 37.5 hours per week
- Work schedule is from 9:00 a.m.- 5:00 p.m., Monday - Friday, with one-half hour, unpaid lunch break per day
- A three-month probationary period for new employees is required and will be reviewed by both the employee and the Vice President of Sustainability and Strategy.
- Annual performance reviews and compensation are conducted prior to the end of each fiscal year
- Entitlement to a benefits package will begin at the satisfactory conclusion of the three-month probation period
- The BC Employment Standards Branch sets all other terms of reference unless otherwise specified

## Working Conditions

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- The 4VI office is located in Nanaimo, BC
- A hybrid work-from-home model is currently in place

4VI gratefully acknowledges that we live, work and play on the traditional, ancestral, and unceded territories of the Kwakwaka'wakw, Nuu-chah-nulth, and Coast Salish peoples.

4VI is committed to the development of a diverse workforce. All qualified applicants will receive consideration without regard to sex, gender identity, gender expression, sexual orientation, race, ethnic origin, colour, religion, nationality, disability, age or other characteristics protected by applicable law. We encourage interest in particular from Indigenous peoples, peoples with disabilities, ethnic minorities, visible minorities and all qualified individuals who share our belief in a workplace of diversity.