
EMPLOYMENT OPPORTUNITY

Downtown Goderich BIA Operations Officer

Renewable Contract, Full-Time Position

The Board of Management for the Downtown Goderich Business Improvement Area (BIA) is seeking an organized, collaborative, and community-focused individual to join our team as the Downtown Goderich BIA Operations Officer.

This position supports the day-to-day administration, communications, event coordination, and implementation of Board-directed initiatives that help strengthen and promote the downtown core.

The Downtown Goderich BIA is a local board of the Town of Goderich and represents approximately 180 businesses and property owners in the historic downtown area. The BIA supports a range of initiatives, including beautification, special events, promotions, and markets.

Position Summary

Reporting to the Board of Management Chair and working with the BIA Board of Management and Board committee Chairs, the Downtown Goderich BIA Operations Officer will provide administrative, organizational, communications, and implementation support for the activities and priorities of the BIA.

This position requires a person who is able to take ownership of assigned tasks and initiatives, proactively identify what is required to move projects forward, follow up on outstanding items, and ensure that Board-approved priorities are advanced in a timely and organized manner.

This position is designed to support an operational board model, where the Board is actively involved in planning, decision-making, and delivery of initiatives. The Operations Officer helps carry that work forward through strong coordination, administration, communication, project support, and practical follow-through.

While this position does not have formal management authority, it does include a functional oversight role for the coordination of assigned projects, volunteers, vendors, contractors, event participants, market participants, and others involved in carrying out BIA initiatives.

Key Responsibilities

Board and Administrative Support

The Operations Officer will:

- Support and implement the work of the Board of Management and its committees
 - Take ownership of assigned Board and committee follow-up items and ensure they are tracked through to completion
 - Prepare meeting materials, agendas, minutes, action tracking, and follow-up, including technical support during meetings
 - Coordinate Board correspondence, records, and general administrative functions
 - Adhere to policies, procedures, and organizational practices
 - Prepare reports, updates, and background materials for Board review
 - Maintain an organized system for tracking action items, deadlines, project status, and outstanding issues
 - Proactively identify administrative, operational, or communication gaps and bring forward recommended solutions
 - Support positive working relationships with BIA members, Town staff, Council, the Mayor, and community partners
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Operations and Program Coordination

The Operations Officer will:

- Coordinate and take ownership of the day-to-day operational activities of the BIA, within the direction and priorities established by the Board
- Implement Board-approved work plans, projects, and priorities
- Drive implementation of Board-approved work plans, projects, and priorities by organizing next steps, timelines, responsibilities, and follow-up
- Assist in the coordination of logistics for events, promotions, seasonal programs, and special initiatives
- Provide functional oversight of volunteers, , contractors, and other project contributors involved in assigned BIA initiatives
- Support volunteer coordination related to BIA projects and events
- Assist the Goderich BIA Markets Coordinator with communications, scheduling, participant coordination, issue tracking, and operational follow-up as directed by the Board Chair
- Help organize beautification, décor, and public-facing initiatives as directed by the Board Chair
- Identify issues, delays, or risks that may affect events, projects, or programs and bring forward practical recommendations to the Board or appropriate committee

- Weekend and evening work will be required as BIA schedule dictates

Carry out additional duties as assigned by the Board of Management

Communications and Promotion

The Operations Officer will:

- Support communications with BIA members, the Town of Goderich, and other external stakeholders
 - Assist in maintaining the BIA website, social media channels, and business listings
 - Help create promotional materials, event marketing, member notices, and public communications
 - Assist in promoting downtown businesses, BIA initiatives, and community events through regular interaction with BIA members
 - Support media outreach and recognition of new business openings, anniversaries, and milestones
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Finance and Funding Support

The Operations Officer will:

- Assist with the preparation of budget tracking, invoice processing, and general financial administration
 - Support preparation of financial information for monthly and annual reporting and audit purposes
 - Work with the Town's finance staff on receivables, payables, and payroll-related processes
 - Identify, research, and prepare grant and funding applications
 - Track grant deliverables and reporting requirements
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Qualifications

The ideal candidate will bring:

- Strong written and verbal communication skills
- Excellent organizational and administrative abilities
- Demonstrated ability to take initiative, work independently, and follow tasks through to

completion

- Strong sense of ownership, accountability, and responsibility for assigned work
 - Strong interpersonal and relationship-building skills
 - Effective time management and the ability to manage multiple priorities
 - Ability to provide functional oversight and coordination of volunteers, vendors, contractors, and project participants in a respectful and professional manner
 - Sound problem-solving and conflict-resolution skills
 - Experience in event coordination, project coordination, administration, or community programming
 - Experience working with boards, committees, or volunteer-led organizations is an asset
 - Marketing and communications experience, including social media
 - Strong technical skills including Microsoft Office, Excel, Zoom, WordPress, and similar platforms is an asset
 - Grant writing or fundraising support experience is an asset
 - An understanding of municipal, nonprofit, or BIA environments is an asset
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Compensation

Compensation: \$49,000 – \$54,000 annually as per a 35-hour workweek, commensurate with experience and qualifications.

Application Instructions

Interested candidates are invited to submit:

- a cover letter
- a resume
- references available upon request

Applications should be sent by May 29th, 2026 to:

goderichbia@gmail.com

Please include “**Downtown Goderich BIA Operations Officer Application**” in the subject line of your email.

We thank all applicants for their interest; however, only those selected for an interview will be contacted.