

Job Title: Workforce Development Consultant

Salary Range: \$2793.68 - \$3866.25 semi-monthly

Term: Full-time, permanent position

Location: Saskatoon

Tourism Saskatchewan is looking for a Workforce Development Consultant to work in our Saskatoon office. This position is responsible for the planning, development, coordination, and delivery of training to the tourism industry. It also includes developing relationships that engage industry operators and employees in the products and services available through Tourism Saskatchewan's Workforce Development Department. This includes agreement and relationship development, needs assessments, account plan design, and account management.

Reporting to the Executive Director, Workforce Development, the duties of this position include:

- Consult with industry partners and other stakeholders within the tourism sector to identify, develop, and deliver relevant training.
- Develop proposals for business training, funding through third party agencies and in response to Request for Proposals.
- Perform needs assessments and analysis with individual clients, develop and implement client account plans to meet client needs, and maintain and modify regularly.
- Present needs analysis results to appropriate colleagues and recommend changes to existing products and the design and development of new product offerings.
- Prepare and administer sales agreements as well as annual client reports for planning purposes, evaluation processes, and customer relationship management.
- Develop and deliver presentations on specific program areas or related training topics.
- Responsible for continuous identification of new market and client opportunities.
- Establish, develop, and maintain strong relationships with contacts within and beyond the portfolio of clients.
- Research, assess data and update information on the value and return on investment of training to business and organizational success in general and in the tourism industry specifically.
- Recruit, coordinate, train, evaluate, supervise, and provide ongoing support to program-specific facilitators, adhering to policies and procedures.
- Responsible for the training department budget.

- Adapt, revise and/or develop training programs to ensure that they meet the needs of clients.
- Evaluate results of training project on an ongoing basis and adjust as required.
- Ensure an inventory of resource materials is maintained.
- Ensure the maintenance of accurate records.
- Participate in the development, implementation and evaluation of the marketing and communications plan for training.
- Identify opportunities for training development and delivery to non-traditional sectors.
- Develop and deliver presentations on specific program areas or related training topics.
- Direct administrative work of programs and projects assigned to other team members.
- Represent the Workforce Development Department on various committees and at functions within the tourism industry and the broader general public.

The required knowledge, skills, and abilities for this position are:

- 3 to 5 years' experience planning and delivering training for adult learners is required, with a preference within the tourism industry.
- Post-secondary education in tourism, business administration, adult learning, or a related field is required, or a relevant combination of education and experience is needed.
- Experience in program development, management, evaluation, and delivery is required.
- Must have experience in developing and writing proposals.
- Experience in managing and coaching adult training facilitators is required.
- Must have, or be willing to obtain, certification in the occupation of Tourism Trainer or an Adult Education Certificate.
- Must have demonstrated strong organizational, planning and time management skills, and the ability to multi-task and prioritize while working effectively in a team environment.
- Experience conducting needs assessments is required.
- Demonstrated experience working independently is necessary.
- Must possess strong interpersonal skills including professional relationships development, leadership abilities, team skills, and demonstrated cultural sensitivities.
- Experience using Microsoft Office suite of programs is required.
- Excellent oral and written skills are required, and the ability to articulate clearly in a professional manner.

- Ability to lead effective meetings with individuals and groups.
- Must have experience preparing and delivering various types of presentations.
- Must be self-motivated, flexible, focused, and exhibit enthusiasm.
- Must be customer service focused.
- Ability to track activities and prepare reports is required.
- Previous sales experience and/or account management an asset.
- A valid driver's license is required as there is significant travel in this position.

Please submit your cover letter and resume by 9:00 a.m. Monday, December 16, 2024, to:

Joan MacPhail

Executive Director, Human Resources

Tourism Saskatchewan

189 – 1621 Albert Street

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Careers@tourismsask.com