

Digital Service Squad – Team Member

Digital Main Street is a program developed in partnership by the City of Toronto and the Toronto Association of Business Improvement Areas (TABIA). Digital Main Street supports the growth of main street businesses by making the adoption of digital tools and technologies easy. The program has been profiled in the media by The Globe and Mail, the Toronto Star, BetaKit, Profit Guide and Notable.

There are four components to the Digital Main Street program which include:

1. Digital Main Street platform (www.digitalmainstreet.ca) helps main street businesses by providing them with a free digital assessment that recommends digital tools and technologies that can help them reach their goals, guides them on how to get started, along with connections to trusted vendors, product offerings and deals.
2. The Digital Service Squad (a 'geek squad' for Main Street) that helps businesses on-board to the platform and activate easy-to-use free tools to get them started on their digital journey through one on one consultations.
3. DMS Academy that supports the learning needs of businesses through webinars and workshops that tackle topics relevant to main street businesses.

Digital Main Street is currently seeking outgoing, enthusiastic, qualified candidates for the position of Digital Service Squad – Team Member. This is a unique opportunity to support the growth of one of the community's most innovative economic development programs. The Digital Main Street program is the first of its kind globally and has experienced excellent traction since its launch in June, 2016.

As a member of the Digital Service Squad, you will be a key contributor to the success of the platform and the growth of the program as a whole. **The Digital Service Squad is assigned to specific small business areas and will be required to travel independently across the community as this is a hybrid role.**

The focus of the role is to work one-on-one with main street businesses and provide the following services.

Responsibilities

1. On-boarding Assistance
 - Conduct pre-business visit research to best understand the BIA/neighborhood and businesses.

- Working with the manager, program coordinator to set-appointments or go door-to-door to onboard main street businesses to the Digital Main Street platform.
 - Walk-through the on-boarding survey with the business owner and use appreciative inquiry methods to best understand their business goals and how digital tools/technology can assist them in meeting their goals.
 - Assist the business in staying in touch with Digital Main Street by subscribing to the e-newsletter, social channels, and attending DMS events.
2. Advisory Services
- Once the business has been on-boarded to the Digital Main Street platform, the Team Member will walk through the Digital Assessment and Recommendations with the business owner.
 - The Team Member will assist the business owner in identifying their first priorities and the first digital tools/technology they want to activate.
3. Activation/Implementation Services
- The Team Member will activate and implement free, easy-to-use digital tools and technologies that businesses want to use (e.g., building a Shopify store eCommerce, activating social media accounts, working with SEO, analytics, etc.).
 - The Team Member may also provide some resources (articles, links, how-to guides) available through secondary sources that can help the business owner learn more about a particular tool that has been activated, or subject matter of interest.
4. Reporting and Feedback
- Team Members must complete their field notes and reporting on a daily basis to the Digital Main Street Program Coordinator and Program Manager.
 - Team Members must attend Team Meetings as set out by the Program Manager
 - Halfway through the employment term, an interim performance evaluation will occur to ensure fit.

The Team Member may be required to attend workshops and events related to Digital Main Street. The purpose of which is to communicate the benefits of the program to business owners and to on board them to the platform. There may be other duties, as required, that will be discussed with the Team Member should they arise.

Qualifications

Qualified applicants must:

- Possess strong communications skills (written and verbal).
- Possess strong interpersonal and relationship building/relationship management skills.
- Possess excellent organizational and time management skills.
- Have experience in a sales role and/or marketing environment.
- Be able to travel and work independently.
- Be familiar with digital technologies for small businesses (e.g.: web presence, social media, e-commerce, etc.),
- Be able to use basic software and collaboration tools such as Microsoft Office Suite (Word, Excel, Outlook, Power Point), Zoho and Slack.
- Previous experience with online and offline marketing is considered a strong asset.
- Previous experience working with small businesses is considered an asset.

Other requirements:

- The Digital Service Squad Team Member will be working in a hybrid position and must be based in Toronto, Ontario.

What We Can Offer You:

- Competitive remuneration in-line with industry standards
- Shape the Community: Be a part of a young, talented, driven, and fun team working hard to make a difference within the small business community.

Digital Main Street is an inclusive employer. We encourage applications from all qualified candidates and will accommodate applicants' needs under the respective provincial human rights codes throughout all stages of the recruitment and selection process. We thank all applicants in advance for their interest; however, only qualified candidates will be contacted for an interview.

Please email careers@digitalmainstreet.ca with your resume and cover letter and include "Digital Service Squad – Team Member" in the subject line.