



## **Contract Facilitator**

### **Organization and Position Summary:**

OTEC is an independent, not-for-profit training and human resource development organization dedicated to increasing professionalism in tourism and hospitality, and service related businesses and sectors within Ontario. Started as the Ontario Tourism Education Corporation, OTEC has evolved into a customer service focused Training and Human Resource Solutions business.

As a leader in the tourism and hospitality sector delivering recognized training, human resource and workforce development programs, and the tourism sector council representative for the Province of Ontario, OTEC supports the training, certification and skills development for the tourism and hospitality industry. OTEC has numerous partnerships within tourism and hospitality, education, transportation, policing, government, provincial associations, as well other service sector clients.

A contract facilitator serves a key function for OTEC and is accountable for executing training workshops on behalf of the organization. An OTEC contract facilitator may be called upon to train a vast array of participants, depending on the program and client. Participants may include line-level employees and managers from the tourism, hospitality, healthcare, and transportation sectors. Other participants may include internationally-trained individuals, newcomers to Canada, Aboriginal communities, multi-generational employees, marginalized employees, and educators.

**For this position, facilitators are required to be located in the Eastern Ontario region (e.g., Ottawa, Kingston, Pembroke, etc.).**

### **Responsibilities:**

The core responsibility of an OTEC contract facilitator is to provide training and facilitation expertise and execute training for OTEC's clients. The contract facilitator's relationship is with OTEC directly. OTEC secures the client contract and then contracts the facilitator to fulfill the training which can last anywhere from a half-day to multiple weeks.

**Reports to:** Director, Learning & Leadership Excellence

### **Competencies and skills:**

- Extensive learning content delivery experience is required;
- High level of competence in adult training;
- Ability to multi-task, prioritize, problem solve in real-time and adapt to changing content and participants;
- Belief in the difference training can make in the participant's work life;
- Commitment to quality and integrity of the training;
- Innovative, creative and dynamic facilitation/presentation skills;
- Participant-centric facilitation style;
- Proficient coaching skills;
- Strong customer service orientation, attitude and training experience within a customer-centric service environment;



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- Exceptional interpersonal skills and team player
- Organized and attention to detail;
- Flexible with their time and has the ability to commit to scheduled training;
- Energetic and outgoing personality;
- Self-motivated with the ability to work under minimal supervision;
- Proficient computer skills, including PowerPoint, MS Word and Outlook

### **Qualifications:**

- Post-secondary education and certificate in Adult Education, or Certified Training Practitioner (CTP), or an equivalent combination of education and on the job experience;
- Minimum 3-5 years experience in facilitation and is currently active in training and facilitation for diverse client groups;
- Experience training for tourism and hospitality would be ideal;
- Bilingualism (English and French) is preferred;

As OTEC clients are located throughout Eastern Ontario a car is necessary for this position.

OTEC contract facilitators will be required to participate in the OTEC Designated Training Program in order to facilitate workshops.

### **Head Office location:**

21 Four Seasons Place, Suite 300, Toronto, Ontario, M9B 6J8. (Location is Hwy 427, The East Mall, and Burnamthorpe Rd. East area).

Please forward resume and covering letter, indicating salary expectations to: Director, Learning & Leadership Excellence; careers@otec.org. Only candidates selected for an interview will be contacted. Thank you in advance for your interest.

**OTEC website: [www.otec.org](http://www.otec.org)**