

# BUSINESS DEVELOPMENT MANAGER



## **Purpose of Position**

The Business Development Manager is responsible for overseeing the Greater Victoria Harbour Authority's (GVHA) portfolio of commercial and marina customers by leading business development activities and ensuring effective contract management. The role collaborates in partnership with other leaders at GVHA to expand cruise adjacent operations and to assist in economic development work with First Nation rights holders and partners. The objectives are to help the organization optimize revenue opportunities of the facilities, drive sustainable growth and forge strong relationships. This role reports directly to the Chief Administrative Office, and works in partnership with the VP, Strategic Partnerships and Innovation.

## **Specific Accountabilities**

### Business Development

- Contribute to the development of a business development strategy that aligns with GVHA vision and mission, business plan goals and objectives, and then analyze business proposals and opportunities based on that strategy.
- Conduct research to identify new markets and opportunities for both land and water-based assets.
- Prospect, research and develop relationships with existing and potential clients.
- Identify, explore and develop new opportunities to optimize facility utilization, diversify and grow revenue base and identify cost control/recovery opportunities to support overall business objectives and plans. Prepare appropriate financial modeling to validate investments.
- Work with short-term and long-term customer-based business objectives and initiatives to achieve facility targets and support strategic goals.
- Develop and maintain a workplan and tracking of unsolicited business opportunities based on long range planning, corporate policies and objectives.
- Collaborate with various internal and external teams on all opportunities, thereby coordinating execution of business development opportunities from planning to contract execution to risk management and mitigation, to day-to-day customer support.
- Monitor external regulatory impacts to GVHA, such as City of Victoria bylaw and zoning changes, and work with internal partners on matters related to land use including rezoning and development.
- Research activity and development at other marinas and port facilities globally and use market insight to guide internal discussions about facility development.
- Support the Integrated Planning project and the related business development opportunities.

### Contract Management

- Lead a small contract management team responsible for existing and renewing commercial lease and licenses worth over \$5 million in revenue.
- Encourage and support a high level of customer service and client management.
- Build out the entire contract management functionality to encompass both customer and vendor-related contracts, along with management of all legally binding agreements.
- Implement appropriate supply chain processes for material vendor contracts.
- Liaise with external legal team as needed.
- Self-direct efforts toward further education in lease and licence best practices, commercial real estate development, land use related matters and property valuation techniques.

### Financial Responsibilities

- Oversight of annual business development and contracts team budgets.
- Oversight of accurate business development and contracts team forecasting, reports, and contributes to planning initiatives.

- Create and validate financial modeling for business development opportunities.
- Co-develop pricing strategies including base rents, concession opportunities and market rate approaches for existing and future lease/license negotiations.
- Co-create and maintain key performance indicators and metrics for initiatives and actual portfolio performance.

### **Experience and Education**

- Post-secondary education in a related field is preferred.
- Minimum 5 years' business development experience in a sales capacity that can demonstrate growth of a product and/or service.
- Minimum 5 years' progressive leadership experience with managing a team of high performers from recruiting to performance management.
- Minimum 3 years' experience both managing and developing commercial property; administering and negotiating commercial contracts and/or legal agreements at a mid-senior level.
- Experience with First Nations economic development considered an asset.
- Proficient in MS Office and property management software.

### **Working Conditions**

- Regular, full-time position in an open office environment.
- Position is eligible to work from home up to two days a week following 90-day probation period.
- Frequent local field visits and meetings with existing and potential customers.
- Occasional evenings and/or weekends due to commercial requirements (e.g. open houses, meetings, etc.) and municipal meetings of relevance.

### **Knowledge, Skills, and Abilities**

- Drive, initiative, curiosity.
- Innovative and creative self-starter, able to work independently.
- Ability to work in a matrixed reporting environment and an ability to collaborate across functions and portfolios within an organization.
- Ability to influence and advocate.
- Working knowledge of business development approaches, methodology and applications.
- Working knowledge of urban planning and property management.
- Strong asset analysis and financial modeling knowledge.
- Excellent relationship and customer relation skills.
- Strong verbal and written communication skills, with proficiency in negotiation.
- Excellent attention to detail skills.
- Demonstrated team player.
- Ability to develop and maintain effective working relationships with groups and individuals with diverse or competing interests or diverse perspectives in both the public and private sectors.
- Ability to exercise tact, good judgment, discretion, confidentiality and flexibility in project delivery.
- Manage and organize workload and concurrent projects while taking into consideration changing priorities and deadlines, emerging issues, impact of decisions, and competing and conflicting demands.
- Ability to provide concise and accurate information verbally and in writing, including reports, presentations and correspondence in a language suitable to the audience.
- Proven ability to identify, evaluate and develop new ideas and support with results.
- Ability to think creatively for business development, lease revenue, solutions.
- Adaptive to changes in work environment, work assignments, and/or changes in organizational priorities.