

Job Description

Job Title: BUSINESS FACILITATION OFFICER (BFO)
Reports to: VP, INVESTOR SERVICES
Division: INVESTOR SERVICES

Job Summary

This position will adopt a key role in the development of InvesTT's relationships with investment approval agencies and will pursue the relevant strategic interventions to ensure investments become operational in a timely manner. The BFO will support Aftercare services by assisting to retain and grow current Multi-National Companies (MNC's) and domestic businesses that meet the thresholds for project size and job creation.

Job Responsibilities

1. Assist Aftercare Officers to help resolve business issues related to current MNC's and domestic businesses that meet threshold for facilitation, in order to retain and grow current investments.
2. Establish and maintain relationships with key personnel at investment approval agencies towards the timely implementation of investment projects.
3. Develop, implement and update comprehensive process maps for the facilitation and approvals processes.
4. Perform liaison services by coordinating and attending meetings with the investor at the relevant local agencies.
5. Ensure follow up with agencies to expedite and obtain updates on applications made by Investors.
6. Consult on the relocation of foreign employees, hiring of personnel and relevant services (e.g. work permits, visas, real estate etc.)
7. Collaborate with relevant Account Managers on matters related to proactive Investor Management.
8. Support the Investments and Aftercare Departments with all aspects of Investor Facilitation including site visits, responding to RFI's, providing detailed advice and information related to operational issues prior to the commencement of any investment.
9. Demonstrate high levels of initiative, follow up and problem solving to mitigate challenges faced by investors.

10. Assist in the preparation of reports, plans and divisional budgets.
11. Ensure completion of the weekly Investors Issues log and the monthly Policy Advocacy Report
12. Comply fully with the Company's policies and procedures, and adhere to the Company's Core Values and Charter of Business Ethics by daily demonstration of associated behavior.
13. Perform any other duties as required by the job function

Education and Job Experience

1. Bachelor of Science degree in Business Management Communications, International Affairs or related discipline.
2. A Master's degree and/or MBA will be an asset.
3. Minimum of Five (5) years of professional experience in a customer oriented field.
4. Experience in the start-up or expansion process of companies will be an asset.
5. Education or experience outside of T&T would be an asset.
6. Must have experience in project management.
7. Private sector experience is required.

Knowledge, Skills and Abilities

1. Knowledge of T&T's economic landscape and doing business environment
2. Knowledge of GORTT Business Reforms currently underway
3. Ability to work in and adapt to different areas within the company
4. Ability to maintain a flexible work schedule and to work well under pressure
5. Ability to Multi-task and manage time effectively
6. Good negotiation skills, Self-motivated,
7. Must have excellent Interpersonal Skills
8. Must have excellent written, verbal communication and presentation skills
9. Committed to working as a team

Reporting Line Signature: _____

Date: _____

Employee Signature: _____

Date: _____