



EMPLOYMENT OPPORTUNITY AT TFO CANADA

TFO Canada is a non-profit organization whose mission is to catalyze economic growth through sustainable and inclusive trade partnerships for Small and Medium Enterprises in developing countries. TFO Canada assists small and medium-sized enterprises (SMEs) and trade support institutions (TSIs) from developing countries in accessing international markets through information, advice, and contact services. Since 1980, TFO Canada's internationally experienced project staff and sectoral experts have been providing trade promotion and capacity-building services to tens of thousands of SMEs and TSIs from Latin America and the Caribbean, Africa, Asia, and the Middle East.

Project Manager - Trade Support Services

TFO Canada is currently recruiting an accomplished communications professional to become TFO Canada's next Project Manager – Trade Support Services (TSS). Based in Ottawa, the incumbent will be responsible for the day-to-day implementation of the organization's trade support services strategy. The successful candidate will be responsible for promoting TFO Canada's vision and working with its stakeholders through creating, implementing and managing the organization's strategic communications plan.

The Manager - TSS also works in close cooperation with the regional peers to develop communications strategies for project activities. This role also supports the project managers in the implementation of activities in the regions that we serve.

Reporting Relationship

Reports to a Program Director.

Job Responsibilities

Communications Support

- Drafting, editing, and approving communications products across the organization.
- Design and execute a social media strategy aimed at increasing and maintaining TFO Canada's brand awareness in Canada's business community and abroad.
- Manage TFO Canada's website and social media platforms; and write or oversee writing, editing, and distribution of all major communications content, internally and externally
- Writing & editing of TFO Canada's trade technical publications and news updates for publishing on the organization's website and other online/digital platforms.
- Handling inquiries received from developing country exporters, Canadian and international buyers, and trade support institutions.

- Coordinating technical webinars for exporters on exporting to international markets and delivering educational webinars on TFO Canada's online information services to developing country exporters and trade support institutions in Canada and abroad.
- Implementing the buyer engagement program oriented to recruit and engage Canadian and international buyers to assist SME exporters in meeting their requirements and demands

Organizational monitoring, evaluation and learning:

- Managing the TFO Canada market trade information system, including the exporter, importer, and trade support institution customer relationship management (CRM) database
- Contributing to growing TFO Canada's institutional knowledge, notably by supporting the Program Director through the development and monitoring of project budgets and administration, in collaboration with TFO Canada's support staff;
- Contributing to the design and updating of training materials for Trade Support Institutions and exporter training, capacity building, and market access activities
- Producing financial forecasts in coordination with TFO Canada's finance department;
- Preparing project activity and outcome reports (including conducting surveys) in line with donor guidelines;

Human Resources management:

- Guiding and supervising a Project Officer
- Identifying suitable consultants and volunteers/interns. Contribute to the recruitment and appointment process (including the drafting of contracts)
- Coordinating the activities of project consultants (TFO Canada Associates), partners and suppliers to ensure the successful implementation and management of TFO Canada's communications strategy.
- Providing logistical and related support to the project consultants.

Qualifications:

- Eligible to be employed in Canada
- Candidate must be based in the Ottawa – Gatineau region
- Master's degree in communications, marketing, public relations or related fields
- Fully bilingual (English and French: written and spoken)
- At least five (5) years of experience working in communications in an international development organization and/or international trade promotion organization (export marketing, importing/sourcing, trade development support services for exporters)
- Strong organizational and planning skills
- Excellent attention to detail
- Meticulous with budget tracking
- Experience working with organizational websites, social media platforms, and databases

- Must be a team player and able to work with and through others.
- Strong ability to multi-task and manage multiple stakeholder relations
- Able to work well in a team and in a fast-paced environment
- Ability to travel within Canada occasionally

Employment Duration:

This is a 4-year term position.

Compensation:

TFO Canada offers a competitive salary and benefits package commensurate with experience and the norms of the international development NGO sector. As such the salary range is \$ 69,600.00 - \$104,400.00

Applications:

Applications including a cover letter and a current C.V. should be sent with the “TFO Canada Manager – Trade Support Services” in the subject line by mail/e-mail no later than 11:59 pm EDT, **May 19th, 2025, to:**

Program Director
TFO Canada
66 Slater Street, Suite 2100
Ottawa, Ontario K1P 5H1
hr@tfocanada.ca

Only candidates to be interviewed will be contacted.

TFO Canada catalyzes economic growth through sustainable and inclusive trade partnerships for Small and Medium Enterprises in developing countries. TFO Canada confronts the challenge of global poverty by promoting sustainable economic development through export information, advice and contact. We facilitate access to foreign markets and share Canadian trade expertise for the benefit of small exporters in developing countries. Founded in 1980, TFO Canada is a non-profit, non-governmental organization.

TFO Canada strives to ensure gender equality for men and women in their participation in TFO Canada's programs, projects and activities, and also in TFO Canada's employment, contracting and management opportunities.

As a signatory to the Canadian Centre of Expertise on the Prevention of Sexual Exploitation and Abuse (DIGNA) and to the Anti-Racism Framework for Canada's International Cooperation Sector, TFO Canada has the moral, ethical, and legal responsibility towards its staff, beneficiaries, and clients and applies a zero-tolerance approach.

For more information on TFO Canada visit www.tfocanada.ca