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External Job Posting

NADF is seeking a dynamic individual to join our team as an **Account Manager (AM)**.

Established in 1987, NADF is a results-oriented Aboriginal organization delivering programs and services that support and empower Aboriginal peoples and First Nation communities in Northern Ontario to pursue business and community economic development opportunities.

The Account Manager will encourage and facilitate business proposals to NADF, prepare recommendations on financial assistance to be offered by NADF's programs; and perform regular monitoring to ensure continued compliance with affected programs.

You are a self-starter and a dedicated team player; you have the highest integrity and ability to maintain confidentiality; you are a superior communicator with strong written and verbal skills; you are proactive, organized, and energetic.

The standard work week is thirty-five (35) hours per work week and the office hours will be from 9:00 a.m. to 5:00 p.m., Monday to Friday.

Job Duties and Responsibilities:

1. Deliver NADF's financing products (loan/grants) by:
 - Evaluating the management capability, market potential, financing arrangements, security, the credit history of the applicant, and other factors to determine business viability. Calculating and explaining debt-servicing, profitability, coverage, and liquidity ratios.
2. Facilitate new business proposals to NADF by:
 - Performing outreach, promoting all NADF's offerings, all complementary programs, and services NADF.
 - Performing business counselling, assessing potential applications, and responding promptly to requests for information. Explaining eligibility of projects, criteria for approval, and the submission process.





Job Description

Job Title	Role	Employment Status	Wage Band #	Salary Range
Account Manager	Employee	Full-time	4	\$54,578 - \$77,376
Reports to	Department	Hours of Work	Benefits	
Loans Manager	Loans	7 hours/day 35 hours/week	Savings Benefits (Retirement) Group Insurance Program	

Job Overview

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Job Duties and Responsibilities

1. Deliver NADF's financing products (loan/grants) by:
 - Evaluating the management capability, market potential, financing arrangements, security, the credit history of the applicant, and other factors to determine business viability. Calculating and explaining debt-servicing, profitability, coverage, and liquidity ratios.
 - Assessing the applicant's need for additional business education and/or training, providing recommendations for financial assistance where appropriate.
 - Reviewing the regulatory and potential degree of the environmental impact of the business being reviewed.
 - Consulting with other industry professionals, where appropriate, for specific expertise.
 - Managing the applicant's expectations, with a clear explanation of procedures and expected timing of application processing.
 - Providing written and verbal recommendations which support the applicant's business case within the constraints of the specific program Terms and Conditions Policy and/or other loan offerings.
 - Preparing and reviewing the Letter of Offer(s) and other legal documents with the client.
2. Facilitate new business proposals to NADF by:
 - Performing outreach, promoting all NADF's offerings, all complementary programs, and services NADF.
 - Performing business counselling, assessing potential applications, and responding promptly to requests for information. Explaining eligibility of projects, criteria for approval, and the submission process.
 - Participating in the discussion of applications that are being presented at screening meetings.
 - Meeting with applicants before their formal application to discuss the proposed project and their relevant business experience.
 - Assisting applicants seeking assistance in the development of their proposals, including where necessary, matching proponents with appropriate consultants or other resources.
 - Providing the applicant, after a formal screening, with a preliminary assessment of the proposed project.
 - Networking with other Indigenous and business organizations for referral purposes.
 - With direction, draft legal documents, collection notices, and other communication with clients utilizing established templates.

3. Monitors the performance of the applicant during the control/repayment period to ensure continued compliance with the program requirements by:
 - Maintaining and reporting caseload regularly with the Loans Manager. Assisting in the preparation of statistical information for program reporting requirements.
 - Ensuring loan conditions are met, for example, getting financial statements from clients and monthly payments are current.
 - Reviewing and updating loan security annually.
 - Completing loan file checklist for audit purposes.
 - Performing follow-up with the client to ensure claims will be submitted on time for reimbursement.
 - Obtaining a Business Performance Review (BPR) from clients annually who are in the monitoring period for grants.
 - Maintaining proper client files (legal, working, and payment) with the necessary documentation.
 - Performing regular data entry in the loan management system and securing loan files in the filing room.
 - Providing clients with monthly loan statements
 - Monitoring for loan delinquency, and implementing loan collection practices, where required.

4. Other:
 - Makes observations on the programs and services and brings them to the attention of the Loans Manager.
 - Attends internal or external meetings as required.

Qualifications and Experience Required

Education

A post-secondary Business and/or Accounting diploma is required. A degree in Business, Accounting, or Administration would be preferred. A certified Aboriginal Financial Manager (CAFM) designation would be considered an asset.

Experience

Minimum three (3) years experience in the field of Finance or Aboriginal Financial Institution (AFI) or other similar financial institution.

Knowledge and Skills Required

- Ability to work with confidential information and confidentially manage all duties.
- Strong financial forecasting, business assessment, and analysis skills.
- Strong problem-identification and problem-solving skills.
- Organized and detail oriented.
- Comprehensive understanding and/or contacts within economic sectors to have current knowledge of the challenges and opportunities facing entrepreneurs located within NADF's catchment area.



Job Description

- In-depth knowledge of the economic climate and business development priorities located within NADF's service area. Experience working with First Nation communities, organizations, and businesspeople.
- Excellent knowledge, and experience and capable of using Office 365, Adobe Design, and data loans management software.
- Excellent customer relations, interpersonal, and communication skills (written, verbal, and presentation) including demonstrated ability to write reports and proposals, and the ability to plan, organize and prioritize, delegate work effectively, strong negotiation skills, and prioritize to meet deadlines.
- Ability to work independently and as part of a team while consistently presenting a professional attitude and sound judgment.
- Shows good judgment about when to take the initiative and when to obtain direction from their manager.
- Exceptional time management and strong organizational skills and ability to prioritize workload to manage multiple tasks and competing priorities.
- In-depth knowledge of the economic climate and business development priorities of the Aboriginals in NAN territory.
- Possess a general understanding of the Aboriginal culture and the opportunities and challenges of northern Ontario's business and economic development environments.

The Employee will be Responsible For

- Performing the duties and responsibilities of the position to the best of their ability.
- Acting in accordance with relevant legislation and company policies and procedures.
- Protect confidential and proprietary information of the company, its employees, and clients.
- Maintaining respectful, collaborative, working relationships with co-workers, clients, and stakeholders.
- Understanding and fostering the company's mission and vision statements.
- Understanding and fostering the company's values and ethical statements.
- Understanding and fostering the company's Vivid Vision.
- Maintaining a safe workplace to avoid putting themselves or others in danger.
- Presenting a positive and professional image of the company.

Conditions of Employment

- A valid Class G driver's license.
- A reliable personal vehicle would be preferred.
- Ability to obtain required vehicle insurance.
- Ability to work a flexible schedule.
- Ability to travel as may be required.

Note (do not change)

This job description is not intended to be all-inclusive. The employee may perform other related duties as required to meet the ongoing needs of the organization.

Signatures



Job Description

By signing this document, I acknowledge that I have read, understand, and agree to the above job description related to my position at NADF.

Chief Executive Officer's Approval

Date

Employee Name (Print)

Employee Signature

Date