



NISHNAWBE ASKI DEVELOPMENT FUND

Job Description

Job Title:	Business Support Officer	Program:	CFDC
Reports to:	Loans Manager	Effective Date:	August 29, 2000
Wage Band:	2	Revised Date:	July 2015
Step Range:	\$32,921 - \$41,672		

JOB SUMMARY

The Business Support Officer provides business support services to clients of Nishnawbe Aski Development Fund (NADF) under the direction of the Loans Manager.

ACCOUNTABILITY

The Business Support Officer is supervised by the Loans Manager.

DUTIES AND RESPONSIBILITIES

1. Deliver business support services and activities including, but not limited to:
 - a) Investment: Intake/assessment of the client's current situation, verification of equity for business start-up, assessment of financials for business expansion request, completion of statement of intent with client, and counsel clients on the process for loans and grants;
 - b) Business Counselling: Assist clients with business plan development and, if appropriate, recommend changes and advise as to the feasibility of ideas;
 - c) Business Support Services: Help identify operational and management problems or deficiencies, recommend a course of action and develop work plans for each client receiving assistance including skills transfer/capacity building, target dates for client self-reliance, identification of applications for available technologies, identification of specialized needs requiring external consultants and provide referral to a maintained network of relevant business organizations, government agencies and NADF staff as necessary, taking into account varying needs and time requirements of clients; and,
 - d) Aftercare: Maintain contact with clients, assess business performance, obtain and analyze financial statements, making recommendations for assistance or referrals where applicable as detailed in Business Support Services above.
2. Organize and deliver business training and development workshops.



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3. Prepare reports on activities or projects as required:
 - a) Track contacts and services provided through entries to The Exceptional Assistant (TEA) database: by individual/ business, type of service and community;
 - b) Leads a monthly enquiry meeting with relevant staff, follow-up on past NADF enquiries;
 - c) Liaise with economic development organizations, tribal councils, funding agencies or other groups/associations relevant to NADF's mandate (e.g. SLAAMB);
 - d) Make presentations to interested groups to promote NADF programs and services in general;
 - e) Attend internal and external meetings as required;
 - f) Other duties as assigned by the Loans Manager or his/her designate.

STANDARDS OF PERFORMANCE

1. Works productively and professionally as a member of the NADF team and maintains co-operative working relationships with all NADF staff and with partners, agencies and clients.
2. Maintains the strictest confidence regarding NADF business, personnel, and other internal records and proceedings.
3. Travels extensively to northern remote, isolated communities, a minimum of one (1) trip per month for a duration up to 2-3 days per trip.
4. Develops and implements a detailed work/action plan with time-based objectives and results that are concrete, specific and measurable.
5. Completes all reports and submissions on time and in a professional manner. Information contained in reports is concrete, specific, and measurable and relates to previously approved work plan objectives and results.
6. Is willing to acquire new skills and knowledge required to fulfill duties and responsibilities and sees learning and development as part of the job.
7. Is able to adapt effectively to changes in workload or work environment.
8. Works effectively and efficiently with a minimum of supervision.
9. Manages time effectively, is able to handle workload efficiently and effectively, reliable attendance, punctual etc.
10. Knowledge of the people, culture, history of Nishnawbe Aski Nation; in-depth knowledge of the economic climate and business development priorities of the First Nations in NAN.
11. Ability to speak Cree, Oji-Cree or Ojibway is considered an asset.
12. Must be willing and able to travel to remote northern and highway access communities and towns to fulfill job duties.



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QUALIFICATIONS

1. A post-secondary diploma in Business or Accounting or a degree with significant business experience of more than three (3) years.
2. Experience working within aboriginal communities or with aboriginal clients would be an asset.
3. Strong accounting, business planning and business management skills.
4. Strong written and verbal communication skills including demonstrated ability to write reports and proposals.
5. Strong public relations skills.
6. Computer literacy including e-mail, word-processing, accounting, database and spreadsheet software.
7. Experience using spreadsheet programs is an asset. Experience with Excel is preferred.