



Job Description

POSITION:	BUSINESS SUPPORT OFFICER	PROGRAM:	
REPORTS TO:	LOANS MANAGER	EFFECTIVE DATE:	AUGUST 29, 2000
WAGE BAND:	3	REVISED DATE:	SEPTEMBER 2018 NOVEMBER 2015 SEPTEMBER 2013
STEP RANGE:	\$38,923 – \$49,270	APPROVED BY:	

SUMMARY:

The Business Support Officer provides business support services to clients of Nishnawbe Aski Development Fund ("NADF").

ACCOUNTABILITY:

The Business Support Officer is supervised by and is directly accountable to the Loans Manager.

DUTIES AND RESPONSIBILITIES:

1. Deliver business support services and activities including, but not limited to:
 - a) Intake and Assessment: Gather key information on enquiry, obtain an assessment of the applicant's type of undertaking (for example, Start-up, Acquisition, Expansion and/or Sector). The complex projects will be brought to the attention of the Loans Manager, then assigned to appropriate staff.
 - b) Verification of equity, request financials for business expansions. Explain the statement of intent with applicant and inform applicants of the process for loans and grants. Explain client service standards. Explain and execute confidentiality policy (Privacy Notice and Disclaimer).
 - c) Business Counselling: Where required, assist applicants with business plan development by providing outlines, explain key components of a business plan (Management, Target/Secondary Market, Competition, Human Resources, Operations, Cash flow/Financials & Assumptions). Guide individuals through cash flow exercise. Explain to applicant's basic business structures: Sole Proprietorship, Corporations, and Partnerships. Explain purpose of Master Business License and Business Insurance.
 - d) Provide Support Services to existing loan clients. Assist clients identify operational and management problems recommend a course of action and develop work plans for each client. Help with identification of specialized needs requiring external consultants and provide referral to relevant business organizations, government agencies and NADF staff as necessary taking into account varying needs and time requirements of clients.
 - e) Aftercare: Maintain contact with clients until loan is repaid, 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 in the thirty-three (33) Community Futures Communities.
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.

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- b) Liaise with economic development organizations, tribal councils, funding agencies or other groups/associations relevant to NADF's mandate (for example, liaison with Sioux Lookout Area Aboriginal Management Board - SLAAMB).
- c) Make presentations to interested groups to promote NADF programs and services and to deliver initiatives such as Financial Literacy.
- d) Attend internal and external meetings as required.
- e) Other duties as assigned by the Loans Manager or designate.

STANDARDS OF PERFORMANCE:

1. Works productively and professionally as a member of the NADF's team and maintains co-operative working relationships with all NADF staff and with partners, agencies and clients.
2. Maintains the strictest of confidence with regards to NADF clients, their files or other dealings, and with all personnel and other confidential internal records and proceedings.
3. Financial reporting systems are up-to-date and well organized to allow prompt response to inquiries by Loans Manager
4. 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 where applicable.
5. Able to connect individual activities to overall goals and targets and encourage other team members to reach goals and targets.
6. Willing to acquire new skills and knowledge required to fulfill duties and responsibilities and sees learning and development as part of the job.
7. Adheres to NADF policies and procedures.
8. Develops and implements a detailed work plan with time-based objectives and results that are concrete, specific and measurable.
9. Shows good judgment about when to take the initiative and when to obtain direction from their manager.
10. Works effectively and efficiently with a minimum of supervision, demonstrates time management and the ability to prioritize workload efficiently and effectively.
11. Knowledge of and commitment to the mandate and services provided by NADF.
12. Knowledge of the people, culture, history of Nishnawbe Aski Nation; in-depth knowledge of the economic climate and business development priorities of regional First Nations.
13. Ability to speak Cree, Oji-Cree, or Ojibway would be considered an asset.
14. Must be willing and able to travel by air and road to remote and rural northern communities, extensive travel.
15. Must have a valid driver's license, reliable vehicle and the required vehicle insurance as set out in the Employee Personnel Policy.

QUALIFICATIONS:

1. A post-secondary diploma in Business and/or Economic Development or related field with three (3) years small business experience.
2. Strong Accounting, business planning and business management skills.
3. Comprehensive understanding and/or contacts within economic sectors to have current knowledge of the challenges and opportunities facing entrepreneurs.



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4. In-depth knowledge of the economic climate and business development priorities of the Aboriginal communities in the Nishnawbe Aski Nation (“NAN”) territory. Experience working within Aboriginal communities, members or with Aboriginal clients.
5. Strong problem identification and problem-solving skills.
6. Excellent knowledge and experience using Office 365 and related products Microsoft offers.
7. Proficient in Microsoft Excel, Word, Outlook, Internet Explorer and able to maximize the productivity of technology in business.
8. 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.