



Job Description

POSITION:	BUSINESS SUPPORT OFFICER	PROGRAM:	
REPORTS TO:	LOANS MANAGER	EFFECTIVE DATE:	AUGUST 29, 2000
WAGE BAND:	3	REVISED DATE:	JULY 2018 NOVEMBER 2015 SEPTEMBER 2013
STEP RANGE:	\$39,604 - \$50,132	APPROVED BY:	

SUMMARY:

The Business Support Officer will travel to First Nations to encourage and facilitate financing for business start-ups and expansions. Promote NADF programs and services.

ACCOUNTABILITY:

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

KEY RESPONSIBILITIES:

- Extensive travel to northern remote First Nation communities in Northern Ontario to promote entrepreneurship
- Deliver various information sessions related to business concepts
- Explain the process and basic requirements for obtaining business financing at NADF
- Assist applicants complete their application submissions
- Liaise with First Nations, tribal councils, other groups/associations relevant to NADF's mandate

OTHER DUTIES:

- a) Prepare reports on activities or projects as required
- b) Input contacts and services provided in database
- c) Prepare and present monthly inquiry updates to Loans Manager
- d) Assists in quarterly reporting generation
- e) Attend internal and external meetings as required.
- f) 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. Database reporting systems are up-to-date and well organized to allow for efficiency

4. Completes 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. Willing to acquire new skills and knowledge required to fulfill duties and responsibilities and sees learning and development as part of the job.
6. Adheres to NADF policies and procedures.
7. Shows good judgment about when to take the initiative and when to obtain direction from their manager.
8. Works effectively and efficiently with a minimum of supervision, demonstrates time management and the ability to prioritize workload efficiently and effectively.
9. Knowledge of and commitment to the mandate and services provided by NADF.
10. 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.
11. Ability to speak Cree, Oji-Cree, or Ojibway would be considered an asset.
12. Must be willing and able to travel by air and road to remote and rural northern communities, extensive travel.
13. 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 skills, business planning knowledge and business management skills.
3. 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, strong negotiation skills and prioritize to meet deadlines.
4. Strong financial analysis and business assessment skills.
5. An understanding of economic development within the communities in the Nishnawbe Aski Nation ("NAN") territory. Experience working within Aboriginal communities, members or with Aboriginal clients.
6. Strong problem identification and problem-solving skills.
7. Excellent knowledge and experience using Office 365 and proficient in Microsoft Excel, Word, Outlook, Internet Explorer and able to maximize the productivity of technology in business.