



JOB DESCRIPTION

ROLE TITLE:	MANAGEMENT ROLE:	STATUS:	WAGE BAND	RANGE
Business Support Officer	Employee	Full Time	3	\$43,117 - \$61,128
REPORTS TO:	DEPARTMENT(s):	HOURS:	BENEFITS:	
Loans Manager	Loans	7 hours/day, 35 hours/week	Savings Benefits (Retirement) Group Insurance Program	

POSITION DESCRIPTION:

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

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 considering 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. Workshops / Webinars:

- a) Organize and deliver business training and development workshops/webinars within 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 NADF's Loan Management software; FaaSBank database: by individual/business, type of service and community.
- 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.

Additional:

- Attends internal or external meetings as required.
- In-depth knowledge of the economic climate and business development priorities located within NADF's catchment area. Experience working with First Nation's communities, organizations and businesspeople.



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QUALIFICATIONS REQUIRED:		SKILLS REQUIRED:
Minimum required:	Secondary school diploma. Completion of a course in Bookkeeping or Accounting certification.	<ul style="list-style-type: none"> a) Strong Accounting, business planning and business management skills. b) Strong problem identification and problem-solving skills. c) Organized and detail oriented. d) Comprehensive understanding and/or contacts within economic sectors to have current knowledge of the challenges and opportunities facing entrepreneurs located within NADF's service area. e) Excellent knowledge and experience using Office 365 and related products Microsoft offers and the ability to understand a loans management software. f) 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. g) Ability to work independently and as part of team while consistently presenting a professional attitude and sound judgment. h) Shows good judgment about when to take the initiative and when to obtain direction from their manager.
Required:	A post-secondary Business and/or Economic Development diploma.	
Preferred:	A post-secondary degree in Business, Accounting or Economic Development.	
Years of Experience:	Minimum three (3) years experience in small business – entrepreneurs.	
Designation:	N/A	

ORGANIZATIONAL RESPONSIBILITIES:

As a representative of NADF, the Employee is responsible for:

- a) Reflecting and interpreting NADF's Mission Statement, Vision, Values and Ethics.
- b) Is aware of and in support of NADF core values.
- c) Adhering in accordance with relevant legislation and Agency's policies and procedures.
- d) Adherence to Generally Accepted Accounting Principles ("GAAP").
- e) Maintaining the strictest of confidence to NADF clients, files, or other dealings, and with all personnel; both confidential internal records and proceedings.
- f) Developing and maintaining respectful, cooperative, working relationships as a member of NADF's team and with partners, agencies and clients.
- g) Develops and implements a detailed work plan with time-based objectives and results that are concrete, specific, and measurable.
- h) Understanding his/her role and responsibilities, maintain a safe workplace and reducing workplace injuries.
- i) Willing to acquire new skills, knowledge and understands learning new skills is a development as part of the job.
- j) Knowledge of the people, culture, history of Nishnawbe Aski Nation.
- k) Ability to speak Cree, Oji-Cree, or Ojibway would be considered an asset.
- l) 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.
- m) Experience working with First Nation's communities, organizations and businesspeople.
- n) Participating constructively in the supervision process with the immediate Manager(s).

Conditions of Employment:	Note:
<ul style="list-style-type: none"> a) Ability to work flexible hours and extensive travel as determined by the Loans Manager in relation to service requirements. b) Must have a valid driver's license, reliable vehicle and the required vehicle insurance as set out in the Employee Personnel Policy. c) Must be willing and able to travel by air and road to remote and rural 	<p>This position 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.</p>



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northern communities.			
By Signing this document, I acknowledge that I have read, understand and agree to the above job description related to my position at NADF.		Employee's Name (Print):	
		Employee's Signature:	
		Date:	
Executive Director Approval:		Date:	