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External Job Posting

NADF is seeking a dynamic individual to join our team as a **Business Aftercare Coordinator**

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

The Business Aftercare Coordinator (BACC) plays an important role in supporting NADF's post-lending services by providing guidance, financial mentoring, and quality assurance to Indigenous entrepreneurs across Northern Ontario.

The Business Aftercare Coordinator is responsible for supporting Indigenous entrepreneurs, with a primary focus on post-loan care and monitoring. This position will enhance NADF's clients' success through training, process reviews, proactive monitoring of financial health, and storytelling of client achievements.

You are a dedicated team player, 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.

Key Responsibilities:

1. Post-Lending Client Support:

The Business Aftercare Coordinator provides ongoing support to NADF clients after loan issuance, ensuring financial health and operational efficiency, with Client Engagement & Monitoring, Training & Mentorship, and Feedback and Reporting.

2. Enhancing Developmental Lending Capacity. The Business Aftercare Coordinator supports NADF's strategic growth by integrating technology and improving service delivery.

3. Storytelling & Relationship Building:

Educate clients on the importance of having clear policies and procedures in place. Teach them how to communicate and enforce these policies with their team effectively.

4. Continuous Support:

Offer ongoing support, reviewing and revising policies, and helping NADF clients navigate changes in regulations or operational needs.

Qualifications and Experience Required

- a) Required: Diploma or degree in Accounting, Finance, Business Administration, or a related field.
- b) Preferred: A master's degree in accounting, Finance, or Business Administration, with demonstrated experience in bookkeeping or accounting.

- c) **Experience:** Minimum of 3–5 years of experience in business policy development, operations management, or compliance. Experience in mentoring, coaching, or teaching entrepreneurs or small business owners is preferred. In-depth knowledge of Ontario business regulations and compliance requirements, particularly related to small businesses and entrepreneurship.

Job Type: Full-time Term contract with an End date of March 31, 2029. *Please note that the end date is final and will not be extended.

Salary: \$58,320 - \$82,682

Location: Fort William First Nation office and/or Timmins office.

Schedule: The standard workweek for all employees is seven (7) hours per day and thirty-five (35) hours per week, Monday through Friday.

Travel: To meet program deliverables, this position requires extensive travel to northern remote and highway-access First Nation communities.

Closing Date: Open Until Filled.

To be considered for this challenging and rewarding position, please forward a detailed resume in confidence, along with a cover letter and three (3) current work-related references to recruitment@nadf.org. For a full job description, visit - www.nadf.org/careers

NADF is committed to an inclusive and barrier-free work environment. Workplace accommodation is available. If contacted regarding this opportunity, please advise the Human Resources representative of the accommodation measures that must be taken to enable you to be assessed in a fair and equitable manner.



Community Futures Development Corporation
Société d'aide au développement des collectivités



Job Description

Job Title			Wage Band	Salary Range
Business Aftercare Coordinator (BACC)			5	\$58,320 - \$82,682
Reports to	Department	Hours of Work	Benefits	
Loans Manager	Loans	7 hours/day 35 hours/week	Savings Benefits (Retirement) Group Insurance Program	

Job Overview

The Business Aftercare Coordinator (BACC) plays an important role in supporting NADF's post-lending services by providing guidance, financial mentoring, and quality assurance to Indigenous entrepreneurs across Northern Ontario.

The Business Aftercare Coordinator is responsible for supporting Indigenous entrepreneurs, with a primary focus on post-loan care and monitoring. This position will enhance NADF's clients' success through training, process reviews, proactive monitoring of financial health, and storytelling of client achievements.

Key Responsibilities

1. Post-Lending Client Support:

The Business Aftercare Coordinator provides ongoing support to NADF clients after loan issuance, ensuring financial health and operational efficiency, with:

a) Client Engagement & Monitoring:

- Assess client needs, review systems, identify gaps, and develop customized training plans.
- Monitor for signs of delinquency or bankruptcy and use a checklist to guide NADF and the client.
- Follow up with recipients regarding their claim submissions and procedures.
- Assist in gathering financial statements and address problem areas with clients.
- Monitor client's business performance and identify early signs of financial stress.
- Prepare monthly portfolio reports on aging, arrears, and risk indicators.
- Conduct regular check-ins and business visits to assess progress and repayment ability.
- Review insurance coverage and explain essential protections for entrepreneurs and NADF.
- Collaborate with loan staff and program resources to correct improper or missing bookkeeping from NADF clients.

b) Training & Mentorship:

- Provide hands-on training and mentoring where needed and requested. Training can include any aspect of business operations, such as, but not limited to, strategic planning, marketing and sales, budgeting, accounting, customer service, legal, and human resources (recruitment, training, managing employees). Seek other professional assistance if a specific skill set is needed.
- Provide guidance, referrals, and financial literacy education to strengthen Indigenous entrepreneurs' management capacity.



Job Description

c) Feedback & Reporting:

- Conduct client satisfaction surveys and propose process improvements to the Loans Manager.
- Conduct periodic client reviews and file audits for accuracy and compliance. Identify and implement corrective actions for management's review and approval.
- Ensure all documentation, amendments, and renewals meet NADF policies and agreements.
- Review and ensure timely reporting of outcomes and proper data entry for NADF assurance.
- Collaborate with colleagues and management for seamless client communication. Work with other team members to ensure consistency and alignment of client goals.
- Track and report on client progress, documenting key milestones and providing feedback on system improvements from intake, screening, assessments, disbursement, and monitoring.

2. Enhancing Developmental Lending Capacity

The Business Aftercare Coordinator supports NADF's strategic growth by integrating technology and improving service delivery, including:

- Explore how both NADF and its clients can use Artificial Intelligence (AI) safely in their businesses.
- Recommend tools and technologies that enhance business systems and accuracy, such as, but not limited to: Accounting and Financial Management (QuickBooks, FreshBooks, Adagio), Human Resources (HUMI, Bamboo, Workday), Payroll (Ceridian Dayforce, ADP Workforce Now, Payworks, Gusto), Customer Relationship Management, Marketing Automation (Mailchimp), Content Creation and Management (Grammarly, Jasper), Supply Chain Management (SAP, Oracle), Security and Fraud Detection (Darktrace, CrowdStrike)
- Develop and update training manuals, templates, and instructional resources.
- Implement quality assurance procedures aligned with NADF's operational standards.

3. Storytelling & Relationship Building

The Business Aftercare Coordinator helps promote NADF's impact through storytelling and relationship-building.

- Client story development, by capturing lessons learned from entrepreneurs, both successes and challenges. Facilitate the creation and sharing of success stories, including hiring professional writers.
- NADF considers any business that has been in operation for 2 (two) years as a success story.
- Build long-term relationships that encourage trust, repayment success, and repeat engagement.

4. Professional Development:

- Stay up to date with the latest trends and changes in bookkeeping, accounting software, and industry regulations to ensure clients receive the best possible advice and support.

Additional:

5. Develop and maintain relationships with current and future NADF clients and partners outside of NADF's service area to gather best practices, develop peer networks, and align regional efforts with broader national initiatives and progress.



Job Description

6. Prepare activity reports to fulfill the requirements of funding agreements and internal reporting.
7. Attend internal and external meetings as required.

Qualifications and Experience

Required: Diploma or degree in Accounting, Finance, Business Administration, or a related field.

Preferred: A master's degree in accounting, Finance, or Business Administration, or a related field.

Experience: Minimum 3–5 years of experience in bookkeeping or accounting, including experience with small businesses and entrepreneurs.

Strong knowledge of accounting software (e.g., QuickBooks, Xero, Sage, FreshBooks).

Experience in mentoring, coaching, or teaching entrepreneurs or small business owners is preferred. In-depth knowledge of Ontario business regulations and compliance requirements, particularly related to small businesses and entrepreneurship.

Knowledge and Skills

- a) Demonstrated ability to manage confidential information with discretion and integrity.
- b) Strong communication skills, with the ability to clearly convey complex planning and financial information to internal and external stakeholders, and tailor presentations to specific audiences.
- c) Strong presentation skills, with the ability to engage and educate clients effectively.
- d) Proven experience in First Nation entrepreneurship, facilitation, research, and analysis, supported by active community involvement.
- e) Commitment to grassroots entrepreneurship development and a strong understanding of social and economic justice principles.
- f) Strong problem identification and problem-solving skills.
- g) Highly organized and detail-oriented, with a proactive approach to task management.
- h) Proficiency in Office 365 and related Microsoft applications, with the ability to quickly learn and adapt to loan management and financial software.
- i) Excellent interpersonal and customer service skills, including written, verbal, and presentation communication. Proven ability to write reports and proposals, plan and prioritize tasks, delegate effectively, and negotiate to meet deadlines.
- j) Ability to work independently and collaboratively within a team consistently demonstrates professionalism, sound judgment, and a positive attitude.
- k) Skilled in handling sensitive issues with diplomacy and tact.
- l) Sound judgment in knowing when to take initiative and when to seek direction from the immediate manager.
- m) Ability to manage multiple responsibilities and meet deadlines.
- n) General understanding of the Indigenous culture and the opportunities and challenges related to business and economic development in Northern Ontario.



Job Description

The Employee will be Responsible For

- a) Perform all duties and responsibilities of the position with diligence, professionalism, and to the best of your ability.
- b) Comply with all relevant legislation, as well as NADF's internal policies and procedures.
- c) Safeguard the confidentiality and information of NADF, its employees, and its clients.
- d) Foster respectful and collaborative working relationships with colleagues, clients, and stakeholders.
- e) Demonstrate a clear understanding of and actively promote NADF's mission and vision.
- f) Uphold and advocate for NADF's core values and ethical standards in all professional interactions.
- g) Maintain a safe and healthy work environment, ensuring the safety of oneself and others.
- h) Consistently present a positive and professional image of NADF in all settings.

Conditions of Employment

- a) Must have a valid Class G driver's license.
- b) A reliable personal vehicle is preferred.
- c) Must be able to obtain and maintain appropriate vehicle insurance coverage.
- d) Must be available to work a flexible schedule, including occasional evenings or weekends as needed.
- e) Must be able and willing to travel extensively, including remote and northern communities.

Note

This job description is intended to provide a general overview of the responsibilities and expectations related to the position. It is not exhaustive. The employee may be required to perform additional duties as needed to support the ongoing needs and priorities of the organization.

Signatures

By signing this document, I acknowledge that I have read, understood, and agreed to the job description outlined above for my position at NADF.

Employee Name (Print)

Employee Signature

Date