Job Title	Role	Employment Status	Wage Band #	Salary Range
Business Support Officer	Employee	Full-time	3	$44,842 - $63,574
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 Support Officer provides business support services to clients of Nishnawbe Aski Development Fund ("NADF").

Job Duties and Responsibilities

1. Deliver business support services and activities including, but not limited to:

   - Intake and Assessment: Gather key information on the inquiry and obtain an assessment of the applicant's type of undertaking (for example, Start-up, Acquisition, Expansion, and/or Sector). Will review the complex project with the Loans Manager for further steps.

   - Will manage the client's expectations by clearly explaining the application process and basic eligibility requirements, which include verification of equity, credit history, confirmation of Indigenous ancestry, business experience, and general business case. Explain the financing application to individuals who are ready to apply for financing. Inform the applicant that the financing assessment and recommendation will be made by an Account Manager.

   - Business Counselling: Where required, assist applicants with business plan development by providing outlines, and explaining 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 the purpose of a Master Business License and Business Insurance.

   - Provide support with the identification of specialized needs requiring external consultants and provide a referral to relevant business organizations, government agencies, and NADF staff as necessary considering the varying needs and time requirements of clients.

2. Workshops / Webinars:

   - Organize and deliver interactive business training and development workshops/webinars within the thirty-three (33) Community Futures communities.

3. Prepare reports on activities or projects as required:

   - Track contacts and services provided through entries to NADF's Loan Management software by individual/business, type of service, and community.

   - Liaise with economic development organizations, tribal councils, funding agencies or other groups/associations relevant to NADF's mandate.

   - Make presentations to interested groups to promote NADF programs and services and to deliver initiatives such as Financial Literacy.

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

Qualifications and Experience Required

Education

A post-secondary Business and/or Economic Development diploma. A post-secondary degree in Business, Accounting, or Economic Development.

Experience

Minimum three (3) years' experience in small business – entrepreneurs.

Knowledge and Skills Required

- Ability to work with confidential information and confidentially manage all duties.

- Strong Accounting, business planning, and business management skills.

- Strong problem-identification and problem-solving skills.

- Organized and detail-oriented.

- 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.

- Excellent knowledge, and experience and capable of using Office 365, Adobe Design, and data loans management software.

- 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.

- Ability to work independently and as part of a team while consistently presenting a professional attitude and sound judgment.

- Shows good judgment about when to take the initiative and when to obtain direction from their manager.

- Exceptional time management and strong organizational skills and ability to prioritize workload to manage

multiple tasks and competing priorities.

- Possess a general understanding of the Aboriginal culture and the opportunities and challenges of northern Ontario's business and economic development environments.

The Employee will be Responsible For

- Performing the duties and responsibilities of the position to the best of their ability.
- Acting in accordance with relevant legislation and company policies and procedures.
- Protect confidential and proprietary information of the company, its employees, and clients.
- Maintaining respectful, collaborative, working relationships with co-workers, clients, and stakeholders.
- Understanding and fostering the company's mission and vision statements.
- Understanding and fostering the company's values and ethical statements.
- Understanding and fostering the company's Vivid Vision.
- Maintaining a safe workplace to avoid putting themselves or others in danger.
- Presenting a positive and professional image of the company.

Conditions of Employment

- A valid Class G driver's license.
- A reliable personal vehicle would be preferred.
- Ability to obtain required vehicle insurance.
- Ability to work a flexible schedule.
- Ability to travel as may be required.

Note

This job 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.

Signatures

By signing this document, I acknowledge that I have read, understand, and agree to the above job description related to my position at NADF.

Executive Director's Approval	
Date	
Employee Name (Print)	
Employee Signature	
Date	