



EMPLOYMENT OPPORTUNITY
First Nations Finance Authority

Member Services Coordinator
Competition No. 2020-MS-02
Internal/External

Organization:

The First Nations Finance Authority (FNFA) is a national non-profit organization that provides financing, investment, and advisory services to First Nations Governments across Canada for economic development, social development and other capital projects. www.fnfa.ca

Summary:

Reporting to the Director of Member Services, this position shall work within the Department team to increase the FNFA membership and the FNFA loan portfolio by developing on-going relationships, by linking the financial needs of the Member to FNFA services.

The incumbent is responsible for the interaction with FNFA's existing and potential Borrowing Members, the accurate and timely preparation and completion of membership and loan documentation, the entry of pledged revenue stream data and statistical data into the SRTA. The Coordinator will assist the Finance Department with gathering of information for the annual Member reviews in addition he/she will work with the Finance Department when appropriate to resolve member issues. As well, the Coordinator will provide timely updates and bring awareness to the Director regarding opportunities and concerns. This relationship will maximize the current and potential Borrowing Members' understanding of the programs offered by the FNFA. At times, this position may be required to travel.

Role responsibilities include but are not limited to:

1. Contacts the appropriate representatives of the current and potential Borrowing Members as assigned by the Director of Member Services.
2. Meets timeline needs of each First Nation as it relates to FNFA membership and loan processing.
3. Obtains necessary Borrowing Member's information for document preparation.
4. Works with Business Development and Finance teams to obtain information/approval as required in the membership and borrowing processes.
5. Prepares borrowing documents, tracks status of document, compiles finalized loan packages, obtains required signatures, and prepares reports for approval by the Director.
6. Reviews, distributes, and follows up of Promissory Notes as required.
7. Updates files and applications where the information is deemed new, as required.
8. Responsible for maintaining accurate and up to date information in the CRM database.
9. Provides accurate member documentation and loan documentation to each Member.
10. Assists each Borrowing Member with their understanding of the documents prepared for them, and where beneficial, explains these documents to Council.
11. Answers enquiries and forward to Finance team to resolve problems and irregularities/discrepancies concerning a Borrowing Member's account.
12. Provides updates on opportunities and concerns to the attention of the Director as deemed necessary.
13. Performs ad-hoc administration support duties as required and availability permits.
14. Follows all FNFA policies and procedures.

Who Can Apply:

- Persons of First Nations ancestry will be given preference. Applicants must possess:
- Successful completion of a university or college diploma in a business management program or equivalent combination of education with 3+ years of relevant work experience.
 - The Certified Aboriginal Financial Manager (CAFM) designation or the Certified Aboriginal Professional Administrator (CAPA) designation is considered an asset.
 - Knowledge of concepts and fundamentals of financial management.
 - Knowledge of cash flow, budgeting, and scheduling processes.
 - Demonstrated superior attention to detail and accuracy.
 - Demonstrated ability to gather and collate large amounts of information.
 - Experience presenting to individuals or small groups in a variety of settings.
 - Experience working with First Nations communities.
 - Excellent communication, interpersonal and customer service skills.
 - Ability to exercise tact, diplomacy and good judgment when dealing with people.

- Strong analytical and problem-solving skills.
- Strong initiative, follow through skills and attention to detail.
- Strong writing and editing skills.
- Proficiency in word processing, spreadsheets, databases and other relevant applications including MS Office (Word, Excel).
- Ability to read and review contractual documents.
- Ability to find and implement creative and practical solutions to problems.
- Ability to work independently as well as function effectively in a team environment.
- Ability to organize and prioritize work to meet deadlines in a fast-paced environment, while responding to numerous diverse and shifting challenges without compromising the quality of the work.

Compensation: We offer a competitive compensation package within our internal salary grid.

Location: The successful candidate will work in our head office located in Westbank, BC.

Duration: Full-time Term Position

Application process: Please email your resume and cover letter with 3 work related references to: careers@fnfa.ca
We thank all applicants for their interest, however, only those candidates selected for interviews will be contacted. FNFA may cancel, postpone, or revise employment opportunities at anytime.

Deadline date: **Wednesday, October 14, 2020 by 3:00 p.m. (PT)**

Posted: Oct 7, 2020