



## EMPLOYMENT OPPORTUNITY

### Member Services Manager (Northern Ontario)

No. 2024-MSM-01  
Internal/External

*Who we are:* FNFA is a First Nations-owned and operated national non-profit organization that has been supporting First Nation communities since 2005.

Our goal is to support Indigenous communities and organizations to realize their futures on their own terms. We do this by offering the best financing and investment rates and terms to support our members in building prosperity and success in their communities for current and future generations. Learn more: [www.fnfa.ca](http://www.fnfa.ca)

Our organization encourages diversity and likes to have fun. We are a small team that works hard for our members but recognizes the importance of your time outside of office hours. Our organization is never boring - there are always new projects and initiatives to support our Indigenous communities across the country. Seeing our member Nations prosper and succeed on their own terms is our passion.

*Job Summary:* The Member Services Manager for Northern Ontario is responsible for building relationships with, educating, and servicing potential and current FNFA members. This position will be the main outreach position to eligible potential members in the area to build FNFA's presence and membership. The Member Services Manager will also guide our members through the lending process, prepare loan documents, and work with interdepartmental teams to assist the member throughout their relationship with FNFA.

This position is remote and requires frequent travel.

*Primary Job Responsibilities:*

- Outreach: Identify and pursue opportunities for potential membership engagement through various mediums (calls, presentations, conferences, speaking opportunities, etc.)
- Education and Product Familiarity: Become comfortable with FNFA's current and future product and service offerings and the legislation we operate under to educate and inform potential and current members.
- Membership: Helping potential members through the membership process including document preparation.
- Lending Services: Assisting current and potential members through the borrowing process including document preparation and collaborating with other departments through the process. Ensure annual compliance with borrowing agreements.
- Investment Services: Have a high-level understanding of our current offering and collaborate with other departments to assist members through the investment decision process.
- Relationship Maintenance: Keep in regular communication with members, participating in events, etc. and keep apprised of related news and opportunities to maintain relationships with our members. Update members on new products that might fit their needs, rate changes, etc.
- Collaborate with other departments: Collaborate with cross-functional teams to best provide informative and efficient service to current and potential members.

*Who Can Apply\*:*

- University or college diploma in business/commerce, economic development, or a related field of study.
- At least 3 years' experience in business development, marketing, or sales experience and/or a combination of education and experience.
- The Certified Aboriginal Financial Manager (CAFM) or Certified Aboriginal Professional Administrator (CAPA) designation is considered an asset.
- Awareness of current finance and investment programs offered by FNFA.
- Demonstrated attention to detail and accuracy.
- Experience working with First Nation communities in Ontario (preferably Northern Ontario).
- Knowledge of and proficiency in standard word processing, spreadsheet, database, and other relevant applications including MS Office (Word, Excel).
- General ability to review and identify areas requiring follow-up from financial statements and relevant documents.
- Ability to work both independently and as part of a team.
- 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.
- Ability to exercise tact, diplomacy and good judgment when dealing with members.
- Ability to find and implement creative and practical solutions to problems.
- Strong initiative, follow-through skills and attention to detail.
- Strong writing and editing skills.

*Other Job Requirements:*

FNFA requires proof of COVID-19 vaccination as a condition of employment.

*Starting Compensation:*

**\$105,000 - \$115,000** (dependent on qualifications and experience)

*Benefits:*

- Work/life balance - our workdays are typically 8:00 am to 4:00 pm, weekdays
- Retirement contributions of 6%
- 100% Employer paid extended health benefits
- Generous paid time off
- Employee wellness programs
- Career development (FNFA believes in mentorship and professional development)

*Location:*

The successful candidate will work remotely.

*Duration:*

Full-time position

*Application process:*

Please email your resume and cover letter with three work-related references of immediate supervisors to: [careers@fnfa.ca](mailto: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 any time.

\*Qualified persons of Indigenous ancestry will be given preference in accordance with Section 16.1 of the *Canadian Human Rights Act*; therefore, please self-identify in your cover letter.

*Application Deadline:*

**April 23, 2024 or until position is filled.**