

## **1. JOB DESCRIPTION**

Working Title: Products and Services Administrator

Effective date: September 1, 2018.

Reports to: Director of Products and Services

## **2. PURPOSE**

Reporting to the Director of Products and Services, to administer and process Aboriginal Entrepreneurship Program applications, claims, payments, legal documents and related reporting information from assigned regions & apply approved policies and procedures related to the administration of five (5) sub-programs; Aboriginal Business Financing Program (ABFP), Aboriginal Capacity Development Program (ACDP), Aboriginal Developmental Lending Assistance (ADLA), Enhanced Access (EA) and Interest Rate Buy-down (IRB). To provide client service to Aboriginal Financial Institutions within assigned regions by maintaining frequent communications, providing advice and guidance to assigned members of the AFI network on current AEP policies and other support AFIs may require. To work autonomously and establish priorities and manage workload under minimal direction and propose solutions to issues or problems related to the work.

## **3. RESPONSIBILITIES AND ACTIVITIES**

### **3.1 SUPPORT THE AFI NETWORK**

Receive, assess and process program applications, claims and payments, from AN assigned inventory of AFIs, including:

- Review and recommend applications for approval or rejection ensuring decisions are supported by AEP policies and appropriate documentation;
- Prepare correspondence, legal documents and/or amendments to agreements within approved policies and procedures;
- Verification of reporting of information submitted;
- Monitor and report on AFI budgets to assigned AFIs and Director of Products and Services;
- Maintain client files to ensure accuracy in reporting/payments and appropriate supplementary information is attached;
- Preparation of program disbursements and payments while monitoring agreements, reporting requirements and repayments;
- Reviews other applications and claims of peers to ensure adherence to established AEP Policies and consistency of internal processes and decision making;

- Responds to all general inquiries received and refer them to the appropriate AFI contact; and
- Maintain project files and records of AFI clients and/or projects in M-Files to ensure required information historical and statistical data is stored, easily accessible, yet kept confidential according to the policies of the organization.

### **3.2 MAINTAIN CLIENT SERVICE DELIVERY**

Maintain frequent, consistent and timely communication with assigned AFIs (and their staff). Interpret, provide advice, guidance and online training and support to assigned members of the AFI network, internal and/or external stakeholders on current AEP policies. Demonstrate directives, guidelines and procedures, reporting forms, applications and claims related to the suite of AEP products. Provide training and support to AFIs with reporting requirements and canvass AFIs to determine program funding or reallocation needs. Draft and send communications to assigned AFIs and advise AFIs of upcoming AEP Committee meetings, reporting period deadlines, and payment schedules.

### **3.3 CONDUCT ACCOUNT VERIFICATION AND RECONCILIATION**

Collect, verify and record claims submitted and report appropriate monitoring controls from assigned. Audit all program related information received from AFIs & follows up to reconcile NACCA records with AFI. Request and review financial statements from AFIs to ensure accuracy of reporting. Tracks and records payments to AFIs and provides Audit confirmation at year end.

### **3.4 SUPPORT PROGRAM AND POLICY RECOMMENDATIONS**

Collects input from AFIs, recommends and supports policy adjustments for the improvement of AEP Policies by gathering applications, documentation in advance of AEP Committee meetings for Director of Products and Services. Puts forth recommendations for program efficiencies, changes to policies, procedures and/or internal processes.

### **3.5 MAINTAIN TRACKING AND PROGRAM REPORTING FORMS**

Maintain project files and records of AFI clients and/or projects to ensure required information historical and statistical data is stored, easily accessible, yet kept confidential according to the policies of the organization. Recommends file classification/structure and organization of AEP program related files and documents. Updates program tracking sheets with up-to-date data to support AEP quarterly reporting. Coordinates translation of program reporting forms and templates.

### **3.6 OTHER TASKS AND PROJECTS, AS REQUIRED**

Researches, reviews, and prepares background material to Director of Products and Services in advance of AEP or TAG Committee meeting packages and assist with minute taking, as needed. Lends support to other projects or participates in Director approved working groups and initiatives, as necessary. Attends and provides program and/or project updates at all AEP team and staff meetings. Attends AGM/GM meetings, and other program related workshops or NACCA events, as required.

## **4. QUALIFICATIONS:**

### **4.1 EDUCATION**

- Secondary School Diploma.

### **4.2 SKILLS**

- General office procedures, accounting, customer service, interpersonal & written communication, analytical and problem solving skills, policy interpretation & application, intermediate knowledge of MS Office, Excel, Word & Outlook.

### **4.3 EXPERIENCE**

- Combination of at least two year's recent experience in administrative support positions and/or client service delivery.

### **4.4 PROFESSIONAL ACCREDITATION**

- Not Applicable.

### **4.5 EXPERTISE**

- Intermediate to Advanced working knowledge of Microsoft Office products (Word, Excel, Outlook); basic knowledge of accounting principles.

#### **4.6 CAPABILITIES**

- Strong multi-tasking, prioritizing and time management skills; flexibility to work overtime. Excellent organizational, written communication and interpersonal skills.

#### **4.7 CHARACTERISTICS**

- Strong ability to work under pressure, work in a team and/or autonomously, and problem solving. Demonstrates integrity, tact and ethical work practices.

#### **5. INDEPENDENCE OF ACTION/AUTHORITIES:**

- The majority of the work for this position is directed by general instructions from Director of Products and Services, and in collaboration with the Products and Services Coordinator.
- Position works independently in completion of duties.
- A high level of trust is involved in the position, given the access to confidential information.

#### **6. UNION/MANAGEMENT**

- Permanent, full-time unionized position
- 37.50 Hrs per week, Monday to Friday

#### **7. SALARY**

- \$44,000 - \$49,000 per year

#### **8. AVAILABLE FROM**

- To be determined.

#### **9. APPLY**

- E-mail: [hr@nacca.ca](mailto:hr@nacca.ca)
- Fax: 613-688-0895

#### **10. CLOSING DATE**

- October 17, 2018

We thank all applicants for their interest; however only those selected for an interview will be contacted. No telephone inquiries please.

This position is open, preference will be given to Indigenous applicants.

This position is open, preference will be given to bilingual applicants (English and French).