

Support Officer, Aboriginal Entrepreneurship Program National Aboriginal Capital Corporations Association (NACCA)

NACCA is seeking a qualified, highly motivated individual to fill the role of Support Officer, Aboriginal Entrepreneurship Program

About NACCA

NACCA, the National Aboriginal Capital Corporations Association, is a network of over 50 Indigenous Financial Institutions (IFIs) dedicated to stimulating economic growth for all Indigenous people in Canada. NACCA's goal is to provide opportunities for Indigenous entrepreneurs and increase prosperity for Indigenous people in Canada.

NACCA advocates for Indigenous economic development by focusing on the following: representing the unified voice of IFIs; publishing national and regional results of IFI work; fostering partnerships and building capacity; and delivering programs, products, and services to IFIs.

The Aboriginal Entrepreneurship Program (AEP) encompasses four key initiatives: The Aboriginal Business Financing Program (ABFP), the Aboriginal Capacity Development Program (ACDP), the Aboriginal Developmental Lending Assistance (ADLA) Program, and the Interest Rate Buy-Down (IRB) Program. These initiatives aim to facilitate Indigenous business development by providing financial support, optimizing lending efficiency, enhancing sustainability, and addressing capital challenges through equity, educational support, compensation for loan losses, and interest rate subsidies for IFIs.

The Position

The Support Officer will process applications, claims, and payments for the Aboriginal Entrepreneurship Program (AEP). The position entails providing client service to Indigenous Financial Institutions (IFIs) as well as maintaining regular communication and offering advice and guidance to IFI members on current AEP policies and providing support as needed.

Key Responsibilities

- Oversee the processing of training applications received from IFIs, ensuring completeness and accuracy.
- Efficiently process and manage claims submitted by IFIs in relation to the four (4) main programs managed by AEP Program, as mentioned above.
- Conduct thorough reviews of documentation to validate claims and ensure compliance with established procedures.
- Serve as the primary point of contact for IFIs, addressing inquiries and providing timely assistance.
- Cultivate positive relationships with clients to enhance overall satisfaction and ensure smooth collaboration.

Qualifications and Requirements

- Post secondary education in Business Administration, Office Administration, or equivalent experience.
- 2 years of demonstrated related experience.
- Excellent communication skills with proficiency in writing and editing in English; proficiency in French is considered a strong asset.
- Proven experience working with accuracy on numbers and a strong attention to detail.
- Advanced proficiency in MS Office and basic understanding of SharePoint, accounting, and business management software.
- Excellent organizational, interpersonal, and time management skills.
- Excellent cross-cultural skills.
- Travel may be required, almost exclusively within Canada.

Persons of Indigenous ancestry will be given preference (OHRC, section 24 (1)).

This is a full-time position located in Ottawa.

Salary & Benefits

An attractive compensation package with excellent benefits including a defined benefits pension plan. NACCA proudly supports and encourages ongoing training, professional development, and continuous learning for all our employees.

NACCA is committed to an inclusive and barrier-free work environment. Workplace accommodations are available. If contacted regarding this opportunity, please advise the Human Resources representative of the accommodation measures which must be taken to enable you to be assessed in a fair and equitable manner. Thank you to all applicants; however, only persons whose applications have been selected will be contacted.

Please submit resume and cover letter to HumanResources@nacca.ca.