



POSITION DESCRIPTION

Job Title: Commercial Account Officer

Date: June 1, 2019

Reports to: Executive Director

Job Summary:

SIEF is a financial institution focused on supporting Saskatchewan First Nation economic development. Through financial support to aspiring Aboriginal entrepreneurs, job creation and business development accrue providing a net economic benefit to the province of Saskatchewan for First Nations. Reporting to the Executive Director, the Commercial Account Officer ensures a quality loan portfolio that supports Saskatchewan-based First Nation entrepreneurs through developmental lending. In addition, the incumbent contributes to a service-oriented culture that enables employees to personally and professionally excel.

Roles and Responsibilities:

Personal Leadership

As an essential member of the SIEF team, the Commercial Account Officer acts as a role model providing personal leadership to enable SIEF to achieve its vision, goals and strategic direction.

- Brings professional lending skills to the job and assists SIEF in fulfilling its mandate.
- Communicates and builds support for the vision, mission and goals of SIEF.
- Demonstrates excellence in quality and quantity of work. Maintains high standards of performance.
- Leads by example through respect, honesty, credibility, and integrity with colleagues, clients, vendors and external stakeholders.
- Develops and maintains effective relationships with the public and various stakeholders. This includes, but is not limited to, current and prospective clients, First Nation communities, Tribal Councils, First Nations Governance Councils, provincial and federal government departments, trade organizations, real estate agents, lawyers, accountants, banks, consultants and client suppliers.
- Participates in industry forums, client discussions, conferences and meetings as a professional representative of SIEF.
- Contributes to the development, communication and implementation of the strategic plan, annual operational plans and business development plans.
- Contributes positively and constructively to a service-centric culture that supports creativity, innovation, teamwork, continuous learning, diversity, staff engagement and opportunities to grow and succeed.
- Communicates collaboratively with the Executive Director, colleagues and others, supporting an environment of information sharing and informed decision making.

Customer Service & Business Development

Positive and productive relationships with First Nation communities, FSIN Institutions, NACCA, federal and provincial government departments, other AFIs and other stakeholders and organizations are critical to the reputation and success of SIEF. The Commercial Account Officer will ensure effective

communication and collaboration occurs with all clients, partners and stakeholders and will represent SIEF professionally in all public and private venues.

- Supports the ongoing development of SIEF through research, marketing, presentations and developing potential partners.
- Monitors business and economic trends across the province and provides recommendations for business growth and development opportunities to ensure SIEF's continued viability and competitive position in the province.
- Identifies and promotes economic development and viable commercial business opportunities across the province.
- Collaborates with colleagues in the exchange of information and ideas for business growth and development, enhanced client care and effective risk management.
- Develops and fosters strong relationships with clients to build trust, loyalty and client satisfaction.
 - Responds to client inquiries in a timely manner; fully addresses client inquiries and concerns
 - Visits proposed new clients or businesses that are part of the application process
 - Conducts regular visitations with existing clients
- Partners with economic development agencies to provide access to grants and loans for aspiring and existing Aboriginal entrepreneurs.
- Provides expert advice on developing business plans and completing grant and loan applications.

Programming Development & Delivery

To ensure SIEF's continued success, all employees have an essential role in the delivery and promotion of SIEF's purpose, programs and services.

- Works collaboratively with the Executive Director to ensure programs and services offered by SIEF are aligned with current and future needs of First Nations and contribute to economic growth and development of First Nations and SIEF.
- Markets products and services offered by SIEF.
- Presents program information to communities, aspiring entrepreneurs and stakeholders for educational purposes and business development opportunities.
- Provides education and training to First Nation entrepreneurs, managers, and employees to enhance their business and managerial knowledge, skills and capacity.
- Remains current on commercial lending practices, lending services offered by competitors, and the successful practices of commercial operations in general.
- Conducts stakeholder meetings (e.g. lawyers, banks, real estate agents) to verify due diligence or explain program processes.
- Assists with the planning, organization, set up and hosting of the Annual General Meeting and other SIEF hosted events.
- Contributes to the development and production of the annual report.
- Contributes information and content for SIEF's website, helping to keep it current and relevant.

Lending Administration

The Commercial Account Officer plays a central role in the quality and value of SIEF's loan portfolio, while assisting clients to develop strong credit ratings.

- Understands complex deal structures and determines probability of securing financing at various stages of the application and business cycles.
- Evaluates the liquidity, quality of management, market position and business climate to determine the viability of business plans and proposals and potential profitability.
- Seeks approval of, and makes recommendations, for loan applications within defined lending limits.

- Evaluates all relevant financial documents in credit applications to assess the strength and viability of loan requests.
- Analyzes all forms of collateral to be used as security.
- Ensures client payment practices are monitored regularly and addressed appropriately in their respective portfolio.
- Monitors and evaluates client payment practices to ensure sustainability of SIEF through protection from bad debt losses.
- Conducts final review of client receipts before payment distribution.
- Ensures all lending practices adhere to approved policies, regulations and legislative requirements.
- Submits timely reports regarding loan applications and quality of outstanding loans to NACCA, Board of Directors Loan Committee, Management, and others as required/requested.
- Performs Personal Property Registry (PPR) searches and registers client property appropriately.
- Performs credit searches (e.g. Equifax) and monitors Credit Bureau submissions.

Risk Management & Quality Assurance

As a developmental lender, SIEF respects and works within a prescribed legislative framework to minimize risk and exposure to capital assets and funding sources. The Commercial Account Officer has a critical role in ensuring both clients and SIEF are well informed about risk mitigation and risk management strategies, protecting clients and SIEF from potential financial losses.

- Works with the Executive Director to ensure SIEF operations conform to the necessary legislative framework, which includes, but is not limited to the *Non-Profit Corporations Act, 1995*, SIEF's Articles of Incorporation, policies of the Aboriginal Entrepreneurship Program (AEP), and other applicable policies and federal and provincial legislation.
- Responsible for the integrity of the assigned loan portfolio.
- Is accountable for effective risk management, adhering to targets for loan loss provisions, foreclosures, write-offs, net interest spread, and other key indicators for the assigned portfolio(s).
- Manages the assigned loan portfolio to identify and minimize risk, contributing to business sustainability. Ensures risk associated with collateral and loan holdings is identified early and effective mitigation strategies developed and implemented.
- Ensures appropriate oversight, management and collection of delinquent accounts and non-performing loans within the assigned portfolio.
- Conducts annual performance forecasting of assigned portfolio including recommendations.

General Operations

All employees are responsible to contribute to the strategic utilization of SIEF's resources – human, fiscal and physical. As such all employees are responsible for contributing to the effective and efficient operation of SIEF.

- Provides and contributes to requisite monthly, quarterly, semi-annual and annual reporting for various stakeholders.
- Collects relevant statistics as required by contribution agreements (i.e. NACCA, ADLA) and for enhanced performance of SIEF.
- Contributes to a high standard of excellence in the efficient and effective operation of SIEF; accuracy of data entry and loan documents and applications; security and protection of client data and information; identifying and implementing administrative efficiencies; identifying efficient capabilities of the electronic loan management system, working with others to implement.
- Performs other office administrative responsibilities and reporting as required.

- Proactively engages in ongoing professional development, with a focus on business administration and evolving trends in entrepreneurship.

Qualifications:

- An undergraduate degree in Business Administration, Finance or Commerce with 1 to 3 years related lending experience, including familiarity with developmental lending; or a diploma in Business Administration, Finance or Commerce with 3 to 5 years related lending experience, including familiarity with developmental lending.
- A combination of education, training and experience will be considered.
- Good technical skills with proficiency in database systems and the Microsoft Office suite of products.
- Familiarity with First Nation government and culture.

Knowledge, Skills and Abilities:

- Knowledge of financial principles with the ability to analyze financial data, financial statements and business plans.
- Proven experience conducting proper due diligence and risk management within assigned projects and responsibilities.
- Strong presentation and interpersonal skills.
- Strong collaboration, communication and team building skills.
- Sound judgement, discretion, flexibility and integrity.
- Excellent aptitude for problem solving, ability to determine solutions for clients.
- Good negotiation skills.
- Demonstrated ability to lead and implement change and innovation.
- Self-motivated individual with ability to work independently and within a team.
- Ability and willingness to travel (holds a valid Saskatchewan Drivers' license).