



CENTRE FOR BUSINESS AND ECONOMIC DEVELOPMENT

JOB DESCRIPTION

POSITION TITLE: Business Development Officer / Loans Officer

REPORTS TO: General Manager

POSITION OUTLINE:

Working with CBED staff, Board of Directors and the Investment Review Committee, the Business Development/Loans Officer will advance the organization's mission: *To increase and maintain permanent jobs in the area served through financing, counselling and information services.* Reporting to the General Manager, the Business Development/Loans Officer is primarily responsible for providing business consulting, training clients, and all aspects of the organization's loan portfolio including preparing loan recommendations for the Investment Review Committee, loan and security documents, etc. This role involves working directly with clients on starting and growing their businesses, reviewing financial statements, providing guidance and follow-up, and assisting with the organization's reporting requirements.

AREAS OF RESPONSIBILITY:

LOAN PORTFOLIO

- Provide consulting services, assist with business proposal/business plan development; assess and process loan applications for consideration by the Investment Review Committee (IRC)
- Thoroughly review and analyze business plans and financial statements to provide feedback and advice to clients, and ensure the proposal meets lending criteria
- Establish loan criteria in accordance with policies approved by the Board of Directors
- Contact with lawyers to perfect security and complete loan advances
- Monitor all matters connected with loan performance and preservation of security i.e. follow up on monthly payments, financial monitoring; renewal of security; client meetings; and location visits
- Prepare, review and complete loan renewals
- Ensure loan information is input into the Loans Software Program (TEA)
- Work with other investment services to provide funding where needed
- Implementation of collection processes/liquidation/bankruptcy interventions
- General consulting/counselling services
- Monitor loan portfolio monthly and report to the General Manager
- Review and monitor monthly loan payments in TEA and process electronic fund transfers
- Recommend changes to programming, policy and documentation to the General Manager

INVESTMENT REVIEW COMMITTEE (IRC)/BOARD

- Adhere to the policies and procedures adopted by the Board/IRC
- Prepare loan packages and recommendations for Investment Review Committee/Board review
- Prepare agendas, client monitoring, monthly and quarterly reporting and special requests, including loans delinquency and action plans for delinquent loans
- Attend meetings and present to IRC Committee (normally once monthly)
- Prepare minutes for each meeting and circulate same
- Follow up on Action items from the Committee meetings

PUBLIC RELATIONS

- Provide friendly, helpful and professional client service
- Reach out to businesses in the service area by visiting their locations and attending business events to make them aware of the organization's services and programs
- Build and maintain strong relationships with businesses, organizations, partners, and government colleagues
- Actively promote the organization's products and services by attending networking events, meeting with businesses and community partners, delivering presentations, and educating the community as opportunities arise
- Assist in implementing the organization's communication plan and provide input into the development of the plan
- Attend economic development/community events to represent the organization as required by the General Manager
- Liaise with loan referral sources – Commercial lenders, Business Development Bank; Accountants; Lawyers, Municipal staff, Small Business Enterprise Centres; and any others

CLIENT ORIENTED

- Respond to and track general enquiries; refer where appropriate
- Provide information and counselling services to individuals looking to start a business in the service area and to existing businesses to assist them in maintaining or growing their business
- Help business clients solve their business challenges and find new opportunities for success by assisting them with research, planning, development and evaluation to facilitate investment funding where appropriate
- Assist in arranging and delivering small business seminars on an as needed basis
- Act as the primary contact for loan clients
- Recommend any changes to the services and programs offered by the organization that would improve and enhance client service and/or contribute to the organization's success

ACCOUNTING, REPORTING & ADMINISTRATION

- Administer Loan Client Life Insurance Plan
- Assist with reports to Government quarterly/annually and/or as required
- Fill in for the Administrative Assistant during vacations and absences, including front reception
- Maintain efficiency in Microsoft Office Application, Word, Excel, TEA
- Oversee PIPEDA compliance
- Assist the General Manager in all aspects of administration of the Corporation.
- Track and ensure projects are updated in the Loans Software Program (The Exceptional Assistant -TEA) as required

REGIONAL NETWORKS

- Participate in Regional Meetings as required.
- Participate in Sub Committees of the Regional Network as required
- Prepare any requested reports

ADDITIONAL RESPONSIBILITIES

- Know the goals, objectives, strategies, business plan and policies of the organization
- Be familiar with the business services, programs and funding opportunities offered by other organizations, institutions and government offices that are available to the community

- Assist the General Manager and Administrative Assistant with reporting requirements, monthly tasks, including holding monthly meetings to review activity log and tracking against Key Performance Indicator targets
- Assist with special projects as they arise
- Perform other duties as directed by the General Manager

CONFIDENTIALITY

- Acknowledge the confidential nature of the work and specifically that information exchanged with clients, staff, volunteers and funders is to be held in confidence

WORKING CONDITIONS:

- Hours of work are as required to meet the requirements of the office. Usual core hours are 8:30AM to 4:30PM, Monday to Friday with additional time required for meetings, peak periods and to fulfil the obligations of the position.

KNOWLEDGE AND SKILLS:

- Post Secondary diploma/degree or equivalent work experience
- Experience with small business lending and business coaching/counselling
- Excellent financial analysis, problem solving and customer service skills
- Strong oral and written communication skills
- Experience with budgeting and office administration
- Proficient in Microsoft Office applications