

Position Description

Business Development Officer (BDO)

Reports to: Executive Director

Position Summary

Working with the Frontenac CFDC staff, Board of Directors and Investment Committee, the Business Development Officer (BDO) will advance the organization's mission: "to stimulate community and economic development throughout the Frontenacs." Reporting to the Executive Director, the Business Development Officer is primarily responsible for providing business consulting, workshops and all aspects of the organization's loan portfolio including preparing loan recommendations for the investment committee, loan and security documentation, client follow-up and assist with the organization's reporting requirements.

Areas of Responsibility

Board of Directors

1. Adhere to the policies and procedures adopted by the board
2. Prepare any necessary information for the board to review such as loan packages for loans over \$75,000, loans in default, client updates and targets vs actuals
3. Attend and report to the board on the investment fund portfolio, including loans in delinquency and action plan for delinquent loans
4. Review organization's audited financial statements as it relates to the investment fund portfolio and make recommendations regarding bad and doubtful and write-offs

Investment Committee

1. Prepare agendas, minutes, loan documentation, delinquency reports, available funds to lend and any other necessary information for monthly meetings.
2. Make loan recommendations to the committee for their consideration and respond to enquiries
3. Discuss action plan for delinquent loans

Client Oriented

1. Respond to and track general enquiries; refer where appropriate
2. 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 and track on software system
3. Help business clients solve their business challenges and find new opportunities for success by assisting them with research, planning, development and evaluation and facilitating investment funding where appropriate,

4. Assist in arranging and delivering small business seminars on an as need basis
5. Act as the primary contact for loan clients
6. 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

Management of Investment Portfolio

1. Counsel loan clients
2. Review loan applications, review or complete credit checks and perform site visits where deemed appropriate
3. Prepare loan packages and recommendations for investment committee/board review
4. Prepare all necessary loan documents for approved loan requests – ie Offer to Finance, Promissory Note, General Security Agreement, Guarantee & Postponement, Letter of Solicitor, Authorization to Debit Account and have documentation reviewed by Executive Director.
5. Review loan input onto TEA by the Office Manager
6. Advise Office Manager and Executive Director of loan disbursements requirements
7. Document client activity on software system
8. Monitor loan portfolio and security
9. Reconcile loan portfolio on a monthly basis
10. Report funds available for new loan
11. Recommend changes to programming, policy and documentation to Executive Director

Public Relations

1. Provide friendly, helpful and professional client service
2. 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 program
3. Build strong relationships with businesses, organizations, and government colleagues
4. Actively promote our products and services
5. Assist in implementation of the organization's communication plan and provide input to the plan

Interpersonal

1. Contribute to positive staff moral and to a team environment
2. Work well with clients, colleagues, and volunteers

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

Additional Responsibilities

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

3. Assist Executive Director and Office Manager with reporting requirements, including holding monthly meetings to review activity log input to ensure we met or exceed KPI
4. Assume the duties of Executive Director in his/her absence as delegated
5. Perform other duties as directed by the Executive Director

Professional Development

In consultation with the Executive Director, develop and implement a personal training plan.

Qualifications: The ideal candidate will possess:

- Post-secondary degree/diploma in business, commerce or finance

Five years' experience in business counselling, commercial loan management