



**Position Title: MEMBER SERVICES SUPPORT**

<i>Company description:</i>	First Nations Finance Authority (FNFA) is a national not-for-profit organization that provides financing to First Nations governments across Canada for economic development, social development and other capital projects.
<i>Position summary:</i>	As a member services support individual, you will help setup and manage member accounts, payment schedules, preparation of membership and borrowing documents, and their associated revenue streams.
<i>Role responsibilities include but are not limited to:</i>	<ul style="list-style-type: none"> <li>- Prepare client documents, track status of document, compile finalized loan packages, and provide packages to applicable parties</li> <li>- Loan payment tracking, management, and reconciliation of Trust Accounts</li> <li>- Answer inquiries and resolve discrepancies concerning member accounts and applications</li> <li>- Significant amounts of data entry, including payments and creation of monthly member statements</li> <li>- Communicate with members regarding membership and loan requests and their associated revenue streams</li> <li>- Ad-hoc administration support duties as required and availability permits</li> </ul>
<i>Skills and qualification required:</i>	<ul style="list-style-type: none"> <li>- Recognition of the practices, customs, politics, and values of First Nations' culture</li> <li>- Able to maintain professional apolitical relationships as a representative of the FNFA</li> <li>- Effective communicator with team as well as with members</li> <li>- Effective relationship management skills</li> <li>- Detail oriented</li> <li>- Organized and able to manage competing priorities</li> <li>- Adaptable, dependable, and willing to learn new skills</li> <li>- Proficient with computer systems and related programs including Microsoft Word, Excel, and Outlook.</li> </ul>
	<p>Advantages:</p> <ul style="list-style-type: none"> <li>- Experience working with First Nations</li> <li>- Financial background or relative experience working with financial software</li> <li>- Experience in an administrative role</li> </ul>

- Experience in customer/client service

*Compensation:* Competitive salary, extended health and dental benefits, and retirement contributions

*Location:* Westbank, BC

*Application process:* 1. Please email a copy of your resume and cover letter to Human Resources: [careers@fnfa.ca](mailto:careers@fnfa.ca)

*Deadline date:* December 14, 2018