



EMPLOYMENT OPPORTUNITY

Member Services Manager- Manitoba

No. 2026-MSM-01
Internal/External

First Nations Finance Authority (FNFA) is consistently recognized as one of British Columbia's Top Employers

Who we are: FNFA is the only First Nation-led organization in the world leveraging private capital for a pooled-borrowing model of Nations to finance projects that build strong, healthy, and prosperous communities for generations to come.

We are a First Nations-led non-profit, financial services corporation mandated under the *First Nations Fiscal Management Act* (2005) providing affordable financing, investment management, and capital advisory services to First Nations communities in Canada. FNFA does not rely on federal government funding and is self-sufficient.

From clean energy projects to schools for our children and housing for our Elders, priorities being undertaken by FNFA's First Nation members, are creating good jobs while contributing to Canada's economy. Learn more: www.fnfa.ca.

Job Summary: The Member Services Manager – Manitoba is responsible for building relationships with potential and current FNFA members, providing education and services them. This position will be the main outreach position to eligible potential members in the area to build FNFA's presence and membership. The Member Services Manager will also guide our members through the lending process, prepare loan documents, and work with inter-departmental teams to assist the members throughout their relationship with FNFA. The incumbent is also expected to develop thorough knowledge and expertise of First Nations and Indigenous organizations throughout Manitoba. This position is remote and requires frequent travel.

Primary Job Responsibilities:

- **Outreach:** Identify and pursue opportunities for potential membership engagement through various mediums (calls, presentations, conferences, speaking opportunities, etc.)
- **Education and Product Familiarity:** Become comfortable with FNFA's current and future product and service offerings and the legislation we operate under to educate and inform potential and current members.
- **Membership:** Helping potential members through the membership process including document preparation.
- **Investment Services:** Have a high-level understanding of our current offering and collaborate with other departments to assist members through the investment decision process.
- **Relationship Management:** Keep in regular communication with members, participating in events, etc. and keep apprised of related news and opportunities to maintain relationships with our members. Update members on new products that might fit their needs, rate changes, including providing presentations within the communities.
- **Collaborate with other departments:** Collaborate with cross-functional teams to best provide informative and efficient service to current and potential members.

<p><i>Who Can Apply*:</i></p>	<p>The ideal candidate will have:</p> <ul style="list-style-type: none"> • University or college diploma in business/commerce, economic development, or a related field of study. • At least 3 years' experience in business development, marketing, or sales experience and/or a combination of education and experience. • The Certified Aboriginal Financial Manager (CAFM) or Certified Aboriginal Professional Administrator (CAPA) designation is considered an asset. • Awareness of current finance and investment programs offered by FNFA. • Demonstrated attention to detail and accuracy. • Experience working with First Nation communities in Manitoba. • Knowledge of and proficiency in standard word processing, spreadsheet, database, and other relevant applications including MS Office (Word, Excel, PowerPoint). • General ability to review and identify areas requiring follow-up from financial statements and relevant documents. • Ability to work both independently and as part of a team. • Ability to organize and prioritize work to meet deadlines in a fast-paced environment, while responding to numerous diverse and shifting challenges without compromising the quality of the work. • Ability to exercise tact, diplomacy and good judgment when dealing with members. • Ability to find and implement creative and practical solutions to problems. • Strong initiative, follow-through skills and attention to detail. • Strong writing and editing skills.
<p><i>Starting Compensation:</i></p> <p><i>Benefits:</i></p> <p><i>Location:</i></p> <p><i>Duration:</i></p> <p><i>Application process:</i></p> <p><i>Application Deadline:</i></p>	<p>\$105,000 - \$115,000 (dependent on qualifications and experience)</p> <ul style="list-style-type: none"> • Work/life balance – our workdays are typically 8:00 am to 4:00 pm, weekdays • Retirement contributions of 6% • 100% Employer paid extended health benefits • Generous paid time off • Employee wellness programs • Career development (FNFA believes in mentorship and professional development) <p>The successful candidate will work remotely and must reside in Manitoba.</p> <p>Full-time position (37.5 hours)</p> <p>Please email your resume and cover letter outlining why you would be a great addition to the FNFA team to: careers@fnfa.ca</p> <p>We thank all applicants for their interest, however, only those candidates selected for interviews will be contacted. FNFA may cancel, postpone, or revise employment opportunities at any time. FNFA is committed to accommodating people with disabilities. If you require medical or disability-related accommodation to participate in the recruitment process, we will work with you to meet your needs.</p> <p>*Qualified persons of Indigenous ancestry will be given preference in accordance with Section 16.1 of the <i>Canadian Human Rights Act</i> and Section 41.1 of the B.C. Human Rights Code; therefore, please self-identify in your cover letter.</p> <p>Until the position is filled.</p> <p><i>FNFA does not use artificial intelligence (AI) tools or agents to screen, assess or select applicants.</i></p>