
Job Title: Loan Specialist

Date: February 25, 2021

Reports to: General Manager

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 General Manager, the Loan Specialist develops strategies and policies for the timely collection of secured and unsecured loans to ensure effective risk mitigation while retaining client goodwill and SIEF's brand and reputation. 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 Loan Specialist acts as a role model providing personal leadership to enable SIEF to achieve its vision, goals and strategic direction.

- Brings professional 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, banks, insurance companies 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, 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 General Manager, colleagues and others, supporting an environment of information sharing and informed decision making.

Customer Service & Business Development

Positive and productive relationships with clients, 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 Loan Specialist will ensure effective

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

- 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 agricultural and 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.
- While undertaking collection efforts, works to maintain strong relationships with clients to maintain credibility and brand loyalty for SIEF. When the client is in better financial health, it is important they consider returning to SIEF.

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 Loan Specialist has a critical role in ensuring both clients and SIEF are well informed about risk mitigation and risk management strategies, and undertaking collection efforts to protect clients and SIEF from potential financial losses.

- Works with the General Manager 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.
- Assists the General Manager in establishing metrics and targets for delinquency rates, non-performing loans, loan loss provisions, write-offs, foreclosures, interest rate spread and other performance metrics.
- Researches and develops collection policies of delinquent and non-performing loans appropriate for developmental lending, the client base and the continued viability of SIEF. Policies to be reviewed and revised frequently taking into consideration the economic climate, future business opportunities and lending practices in general.
- Assists colleagues in providing advice to clients on risk management and risk mitigation strategies when evaluating grant and loan applications.
- Partners with colleagues to ensure risk(s) associated with collateral and loan holdings in their respective portfolio is identified early and effective mitigation strategies developed and implemented.
- Assists colleagues with risk analysis as they conduct annual performance forecasting of their assigned portfolio.
- Collaborates with the business development officers and lending officers to provide education and training to First Nation entrepreneurs, managers and employees to enhance their business and managerial knowledge, skills and capacity and understanding of debt financing and effective credit management.

Collections

The Loan Specialist plays a central role in protecting the integrity of SIEF's loan portfolio while assisting clients to develop favorable credit ratings.

- The Loan Specialist is responsible for locating and contacting clients to inform them of over due payments, providing advice and suggestions on payment options, negotiating payment plans, and if necessary initiating legal action.

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- Prior to commencing collection, completes a file review to assess client history, the likelihood of success in collecting on the outstanding debt and to develop a collection strategy.
 - Evaluates the quality and liquidity of collateral, client payment practices, quality of business management, market position and business climate when developing collection strategies.
 - Utilizes effective research techniques to locate clients, gather credit reports and review publicly available records to support debt recovery efforts.
 - Methods of contact with clients will vary including telephone contact, in person visitations and written correspondence.
 - Maintains complete and accurate files detailing client contact, client commitments, payment schedules, payment records and other pertinent documentation.
 - Collection efforts and techniques are professional and respectful, adhering to SIEF values and principles.
 - Ensures all collection practices adhere to approved policies, regulations and legislative requirements.
 - Submits timely reports to NACCA, Board of Directors Loan Committee, Management, and others as required/requested.

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.
- Contributes to a high standard of excellence in the efficient and effective operation of SIEF; 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.
- 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.
- Performs other office administrative responsibilities and reporting as required.
- Proactively engages in ongoing professional development, with a focus on business administration, collection practices and evolving trends in entrepreneurship.

Qualifications:

- An undergraduate degree in Business Administration, Finance or Commerce with 1 to 3 years related collection experience preferably within a financial institution; or a diploma in Business Administration, Finance or Commerce with 3 to 5 years related collection experience preferably within a financial institution.
- 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, business plans, repayment schedules and understand bad debt management.

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- Familiarity with federal and provincial, on reserve and off reserve, credit granting and collection practices, legislation and regulations.
 - Attention to detail and excellent record keeping to ensure that payment plans are recorded and communication with clients is well documented.
 - Excellent aptitude for problem solving, ability to determine solutions for clients to resolve debts and collect payments.
 - Excellent persuasion and negotiation skills.
 - Strong research, investigative and analytical skills.
 - Demonstrated patience, tenacity and diligence to locate clients and follow through with the necessary collection efforts.
 - Strong presentation and interpersonal skills.
 - Strong collaboration, communication and team building skills.
 - Sound judgement, discretion, flexibility and integrity.
 - 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).