

### **Overview**

Reporting to the Executive Director, the Business Analyst is the principal contact for all loan and business development clients and attracts, coaches, manages and guides them to success. The Business Analyst is responsible for all aspects of commercial lending, growth of the loan portfolio, collections, business counselling, and assessing feasibility of client business ideas/proposals/plans.

### **Key Functions & Duties**

#### **Coaching**

- Respond to initial inquiries regarding specific financing requirements, business ideas, funding options, and general information pertaining to Community Futures' services.
- Provide guidance and information in the development of business plans, cash flows, and/or loan applications, on business taxes and regulations, on government programs and other financing options and about general business topic areas.
- Advise on various small business management issues, including sales, marketing, financing, financial management, bookkeeping, human resources management, e-business, legal considerations, exporting, inventory management, and taxation and source deductions.
- Coach clients, provide aftercare and growth support and ensure appropriate and effective referrals.
- Communicate the commercial lending process to small business clients.
- Assist clients and assess feasibility of ventures by utilizing key business-related websites and business research.
- Deliver workshops for clients on small business topics and provide small business training options to clients.
- Work with clients in the Self Employment program with regards to business plan and financial projection development, coaching and mentoring them throughout the duration of the program.

#### **Business Growth**

- Develop and maintain a network of referral sources (e.g. banks, insurance agents, partners, etc.) through an effective strategy of community involvement and stakeholder presentations to achieve loan growth objectives.
- Identify existing growth-oriented businesses that could help grow our local economy with assistance from our Community Futures organization.
- Seek out or attract businesses and clients so loan targets can be achieved or exceeded.
- Understand how business opportunities fit into the community/industry/region and the feasibility of the opportunities' success given the external environment.

#### **Loan Analysis and Management**

- Assist clients in the preparation of loan applications and supporting materials – business plan, marketing plan, financial forecasts, etc.

- Review and analyze applications for financing, including assessing financial viability, management capability, social and community impact, repayment ability, job creation, feasibility and security.
- Undertake financial statement analysis, business plan analysis, loan analysis and investigation, credit checks, loan submission to the Board, loan disbursements, loan security registration and ongoing monitoring of loan clients.
- Perform due diligence checks in the preparation of proposals, including:
  - Credit checks
  - Personal Property Security Act (PPSA) searches
  - Title searches
  - Historical financial statement analysis
  - Revenue Canada, GST, WCB, personal income tax
  - Other third party verifications
- Make loan recommendations taking into account Community Futures goals and risk management.
- Prepare letters of offer and other loan security documents.
- Liaise with solicitors, insurance agencies, accountants and/or financial institutions.
- Conduct annual file reviews and field calls, including financial statements, outcome and summary, etc.
- Research and prepare requests for loan modifications or alterations for approval by Executive Director and/or appropriate committee.
- Initiate and manage collection of delinquent accounts, bankruptcies and foreclosures.
- Helps to establish and evaluate commercial credit policies and processes within Community Futures.

#### **Administration**

- Help establish confidentiality policies and adhere to privacy legislation.
- Act as a resource for the Executive Director in conducting and compiling labour market research, business development research, ratio comparatives and other statistical information as required.
- Enter client information and statistics into client management system (e.g. The Exceptional Assistant (TEA)).
- Prepare and submit monthly, quarterly and annual reporting requirements.
- Attend and participate in staff, department and other appropriate meetings.
- Assist with budget and operating plan projections.
- Assist with building operational management as required.

#### **Requirements of an Ideal Candidate**

- Degree in business or relevant field.
- Previous banking and lending experience at a chartered bank, credit union, schedule II bank or another Community Futures.
- Proven history of experience with the lending process from pre-lending to post-care.

- Entrepreneurial experience and business ownership background.
- Must demonstrate strong sales and/or strategic project leadership skills.
- Ability to coach clients and provide business advice.
- Strong analytical skills including financial statement and ratio analysis.
- Good workshop facilitation skills.
- Excellent written and oral communications skills including the ability to make effective oral presentations.
- Excellent organizational skills including the abilities to manage time, multitask and prioritize.
- Superior interpersonal skills including the ability to build strong relationships.
- Treats information in a confidential manner and understands the Personal Privacy Act.
- Can work comfortably with many kinds of people regardless of socio-economic status, urban/rural, educational levels, race, gender, religion, disability/ability.
- Strong customer service skills including a sense of urgency and commitment to cooperation.
- Effective conflict management skills and problem solves when working with difficult people.
- Good listening and interviewing skills.
- Proficient computer skills including in Outlook, Word, Excel, PowerPoint and TEA.
- Sound business acumen.
- Ability to represent the organization in a positive manner.
- Adaptable.
- Impeccable judgment, ethics and morals.
- Highly motivated.
- Understanding of relevant legislation and policies.
- Strong local & regional business contacts are assets.
- Knowledge of Community Futures and the Community Futures Lending program.
- Valid driver's license.
- Access to a vehicle while at work.