



Job Title: Business & Loan Support Officer

Thunder Bay Ventures is your community business resource centre, operating as part of the national network of Community Futures Development Corporations (CFDCs). Funded by the Federal Economic Development Agency for Northern Ontario (FedNor), we administer the Community Futures Program in Northwestern Ontario. We provide access to capital (including loans for start-up, expansion and stabilization), strategic community economic development and business advisory support. We believe that strong small businesses are the backbone of Northern Ontario's economy, and we partner locally to support entrepreneurs in the Thunder Bay area and region.

Position Summary

We are seeking a motivated and versatile individual to join our team as Business & Loan Support Officer (35 hours/week, in-office). This position will provide frontline support to our business clients and community development operations. This position details combining client intake and service, loan & business plan review, event/workshop support, and administrative and vendor-contract functions. You will support the efficient functioning of our office, board meetings, client services, data and reporting, and contribute to community economic development events. This is a great opportunity for someone with a business-education background or entrepreneurial experience, who wants to develop their skills in a dynamic, community-focused environment.

Major Duties and Responsibilities

- Monitor, track, and process client intake forms, loan inquiries, and applications.
- Respond to client inquiries by phone, email, and in person, providing excellent customer service and referrals as needed.
- Support loan application processing by ensuring files are complete, reviewing documentation, and assisting with preliminary analysis of business plans and financial statements.
- Enter and maintain accurate client and loan information, statistics, and amortization schedules in the client management system (e.g., FASSbank).
- Assist with loan administration including payment tracking, bank deposits, and processing client loan payments through banking platforms.
- Support reporting and claims submissions for FedNor and other funders by compiling data, maintaining records, and meeting deadlines.
- Assist with delivery of Community Futures program obligations and support community economic development projects and events, including planning and logistics.
- Provide administrative support to the Executive Director and assist with coordinating board meetings, agendas, minutes, and materials distribution.
- Support general office operations including vendor coordination, contract tracking, and light accounting tasks such as reconciliations and accounts payable.

- Attend staff meetings and perform other duties as required to support Thunder Bay Ventures' operations and mandate.

Qualifications & Attributes

- Post-secondary diploma (business college or equivalent) in Business, Accounting, Finance, or related field; or minimum of 5 years of entrepreneurial/business ownership experience
- Strong business literacy: ability to read and interpret business plans, income statements, balance sheets, cash flow projections
- Excellent written and verbal communication skills; comfortable interacting with clients, board members, vendors and other stakeholders
- Strong organizational skills with attention to detail: able to schedule meetings, manage multiple tasks, meet deadlines
- Data-and-research aptitude: comfortable working with statistics, compiling data, deriving insights
- Comfortable with financial tasks (bank administration, light accounting) and proceeding with discretion and integrity
- Self-motivated, proactive, team-oriented, and able to work in a fast-moving community-oriented environment
- Comfortable supporting community events and workshops
- Logistical mindset and service orientation
- Experience with vendor contracting and relationship management is an asset
- A commitment to the mission of supporting entrepreneurship and community economic development

Personal Attributes

- Passion, motivation and focus
- Strong attention to detail
- Presentation Skills
- Excellent interpersonal and team building skills
- Strong time management and collaboration

Salary: \$50,000-\$55,000 per year, plus benefits

Please submit your cover letter and resume to **carole@thunderbayventures.com** by 4:30pm on March 20th, 2026

Due to the number of responses, only qualified candidates who meet the requirements of the job will be selected for an interview.

Funding provided by: