

Program Coordinator/Business Analyst

JOB DESCRIPTION

About Us

The Eastern Ontario Community Futures Development Corporation (EOCFDC) Network, operating as Community Futures Eastern Ontario ([CFEO](#)), is a not-for-profit organization serving 15 Community Futures Development Corporation (CFDC) members in Eastern Ontario. CFEO acts as their regional voice and assists its member offices to advance entrepreneurship, small business development and the pursuit of economic opportunities in their communities. These CFDCs deliver the Community Futures Program ([CFP](#)), a federally funded community driven economic development initiative designed to assist rural areas. Each of the 15 independent CFDC organizations ([CFEO members](#)) are governed by their own local volunteer boards and provide small business loans, tools, training, and other business supports to entrepreneurs and small businesses operating in rural eastern Ontario. As a change agent in eastern Ontario, CFEO passionately supports small businesses, driving innovation and collaboration with other regional partners to create a lasting impact. CFEO receives support in part from the Federal Economic Development Agency for Southern Ontario ([FedDev Ontario](#)) to coordinate the opportunities available to its members and to administer select direct-to-client programming such as the Southern Ontario Fund for Investment in Innovation ([SOFII](#)). CFEO is governed by an engaged [Board of Directors](#) comprised of its member offices leadership, their volunteer Board Directors and independent representatives from across eastern Ontario.

Join our team and be a part of an organization that values diversity, teamwork, and a shared commitment to empowering entrepreneurs and small businesses to diversify and grow the economy in Eastern Ontario.

Helping businesses grow!

Position Overview

Are you ready to make a difference in the lives of business owners in eastern Ontario? Community Futures Eastern Ontario is seeking a highly motivated and skilled **Program Coordinator/Business Analyst** to join our dedicated team. In this role, you will play a key part in driving positive change and contributing to the growth of the eastern Ontario economy by providing essential support to our CFEO program team through coordination of member services, events, meetings and program client intake, driving data-driven insights by developing and maintaining dashboards with predictive analytics, contributing to developing recommended program strategies, sourcing prospective program partners, identifying additional funded program opportunities, contributing to the modernization of CFEOs systems and processes, and ensuring compliance with program delivery and reporting requirements.

Note: This role requires versatility, and the employee should anticipate being involved in diverse tasks beyond the scope of the primary responsibilities listed in this Job Description.



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Key Responsibilities

Program Coordination

- Coordinate the creation and delivery of CFEO programs, including the Southern Ontario Fund for Investment in Innovation (SOFII).
- Attend internal/external meetings, local and regional events as required.
- Act as backup for program leadership as required.

Client Engagement and Support

- Respond to client inquiries, acting as a knowledgeable resource for information on CFEO programs.
- Facilitate referrals to partner support agencies as needed.

Client Monitoring and Financial Oversight

- Monitor, review, and support current program clients, including occasional site visits.
- Assist in the collection and follow-up of delinquent client accounts, providing recommendations to leadership for action as appropriate.

Investment Review Committee Support

- Coordinate and assist in leading Investment Review Committee meetings, creating information packages, and supporting new client applicants.

Reporting and Stakeholder Relations

- Compile comprehensive reports and liaise with funding agencies.
- Maintain positive relationships with stakeholders, including Community Futures member offices, to enhance collaboration on program delivery.

Marketing and Promotion

- Publicize available CFEO program funding and services through assisting in the development of strategic marketing initiatives.
- Support the design and distribution of advertising materials to increase program visibility.

Records Management and Data Analytics

- Coordinate program-related record retention, protection, transfer, and disposal activities.
- Develop and maintain program data analytics, including client portfolio analysis, program performance monitoring, budgets, and program investment fund performance.

Government Relations

- Maintain contact within all levels of Government regarding access to government programs and advisory assistance.

Member Services

- Support coordination and delivery of member services including events, training, regional data analytics, and collaborative funding opportunities.

Community Futures Eastern Ontario is an equal opportunity employer. We encourage applications from candidates of all backgrounds and experiences.



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Requirements

Education and Experience

- Bachelor's degree or equivalent in Business Administration, Economics, Finance, or a related field.
- Experience in program coordination, business analytics, and client engagement.
- Preference for experience working for, or volunteering with, a not-for-profit.
- Strong analytical and problem-solving skills.
- Proficient in MS Office 365 suite, Zoom, Adobe, SharePoint, excel, data analytics tools and software.
- French language proficiency is considered an asset.
- Valid driver's license and access to a reliable vehicle.

Aptitudes

- Self-motivated, you have proven ability to proactively drive projects forward and meet deadlines independently, showing initiative in identifying and addressing challenges.
- Flexibility to adapt to changing priorities and effectively manage evolving project requirements, you are comfortable with ambiguity and the ability to navigate uncertainties inherent in remote work.
- With excellent organizational skills, and the capability to manage multiple tasks simultaneously, you have strong time-management practices that demonstrate your ability to prioritize work effectively to meet deadlines consistently.
- A problem-solver, your analytical mindset with the ability to identify and solve complex problems independently compliments your sound judgement and resourcefulness in seeking solutions and overcoming obstacles.
- Demonstrated ownership of projects from initiation to completion with a proactive approach in identifying areas for improvement and implementing solutions, with a focus on achieving measurable outcomes that deliver results.
- You have proven proficiency in utilizing remote collaboration tools, project management software, and other relevant technologies, along with a willingness and aptitude to quickly identify, learn and adapt to new technologies that enhance efficiencies.
- Ability to foster a sense of collaboration, connectivity and positive team dynamics while thriving in a remote work setting and maintaining a positive attitude, adapting to challenges as they arise.
- You enjoy staying updated on industry trends and best practices that compliments your commitment to meeting or exceeding program goals and contributing to the overall success of the organization.

This is an exciting opportunity for a skilled Program Coordinator/Business Analyst to contribute to the success of our organization in driving the economic growth of eastern Ontario. We offer competitive compensation packages, comprehensive benefits, a compressed workweek, remote work, and opportunities for professional growth. If you are a motivated individual residing in eastern Ontario with a passion for program coordination activities, data analysis and creative collaboration, we encourage you to apply at info@cfeasternontario.ca.

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January 2024



Community Futures
Eastern Ontario

Développement des collectivités
de l'Est de l'Ontario

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Job Type: Full-time, contract
Salary: Annual, commensurate with experience
Benefits: Dental, extended health, vacation, RRSP
Language: English (preference for bilingual candidates)
Schedule: Compressed workweek - Mondays/Tuesdays/Wednesdays 7:30-5:00 and Thursdays 7:30-4:30
Application: Send cover letter + resume together as 1 scanned .pdf document to info@cfeasternontario.ca

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Eastern Ontario Community Futures Development Corporation Network Inc. o/a Community Futures Eastern Ontario (CFEO)

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