
Full-time, Permanent position
(Hybrid work from the Akwesasne office)

ABOUT FNMHF

The First Nations Market Housing Fund (the “Fund”) is a registered not-for-profit trust created by the Government of Canada in 2008. The Fund is led by a board of 9 Indigenous trustees from across Canada. The head office is located ‘on-reserve’ in the Mohawk Territory of Akwesasne, with one satellite office located in Ottawa, Ontario.

Our mandate is to help facilitate access to financing for loan-based housing in First Nations communities; and to create the capacity in First Nations communities to support and sustain loan-based housing programs.

The successful candidate will be eligible for flexible work hours, hybrid working options (working in the Akwesasne office 3 times per week), a competitive salary and benefits package. In addition, Indigenous employees, who meet CRA criteria for working ‘on-reserve’, will have the opportunity to earn tax free income.

POSITION SUMMARY

Reporting to the CEO, the Administrator provides timely and accurate administrative and support services and ensures the coordination of activities so that the FNMHF’s office runs smoothly, effectively and efficiently.

The position manages the coordination and flow of a high volume of information, provides important program delivery and analytical support and also plans, schedules, and coordinates a wide range of activities, functions, and events.

The Administrator establishes effective relationships with clients, stakeholders, and service providers offering information and guidance to support the business operations. This includes providing information to a variety of stakeholders on FNMHF objectives and parameters.

The incumbent is a critical link between the CEO, clients and Trustees ensuring that information is triaged, that it flows quickly and consistently, and that it is managed and tracked with appropriate follow-up measures and processes.

KEY ACCOUNTABILITIES

Office Administration

- Provide information and guidance and act as first line of contact when responding to enquiries from a number of stakeholders.
- Resolve administrative matters, follow through and provide prompt response.

- Schedule meetings in MS Teams or Zoom, at the request of management, and send out group invitations for participants to attend virtual meetings making sure that address lists are up to date and that scheduling software is used correctly.
- Ensure office supplies are procured in a timely and cost-effective manner.
- Arrange printing, translation and faxing of documents. Must negotiate deadlines and ensure that all items meet the negotiated deadline.
- Receive and filter telephone calls, respond to general enquiries and direct other calls to appropriate staff.
- Receive and log in all mail and direct to appropriate staff for action and arrange for courier services, as required.
- Manage document management system and maintenance of the filing system, electronic and paper.
- Ensure that documents are secure and stored in accordance with filing and document retention policies.
- Develop or assist staff in developing presentation material, general correspondence and meeting documentation ensuring.
- Make arrangements for mass mailings including getting quotes for printing and mailing, coordinating the printing and deliveries, and verification of mailing addresses.

Travel and Special Events

- Ensure all travel arrangements for FNMHF staff and Trustees are made including developing travel itineraries, bookings and confirming flights, hotels, car rentals, etc. this can include negotiating prices with different venues to get the best price (e.g. car rental, hotel).
- Coordinate and organize meetings, special events and the FNMHF's participation in various conferences/tradeshows including logistical set-up, menus, organizing and arranging transportation of materials, etc.
- Support and liaise with Trustees, ensuring they are provided with information required for meetings, events, activities, etc.

Operations

- Process purchase orders and invoices for approval and payment including entry in the FNMHF's accounting system.
- Receive and process financial documentation for home loan credit enhancement program and new client applications.
- Process data received from First Nations and from Financial Institutions logging them into the mail log worksheet.
- Monitor the time actually taken to process applications and send reminders to reviewers and approvers.
- Monitor the FNMHF's information technology requirements (hardware and software) and coordinate changes and upgrades with the FNMHF's IT service provider.

- Work with the Fund Staff to review CD products and remove identifiers (FN client names, etc.) So that the CD product can be used as a template by other clients.

Team Member

- Work as a team player promoting a positive and professional work environment and conducts role with integrity and respect.
- Demonstrate culturally and ethically appropriate behavior and comply with the standards of conduct developed for FNMHF.
- Abide by the policies and procedures of FNMHF.
- Abide by the Occupational Health and Safety Act, and work in a manner that is safe, reporting incidents immediately to direct supervisor.
- Perform other duties as assigned in order to meet the overall goals and objectives of FNMHF.
- Operate within the culture and core values of the organization.
- Maintain knowledge and expertise in relevant fields.

EDUCATION AND EXPERIENCE

- College degree in Office Administration – Executive
- Three (3) years of experience in administrative positions with increasing responsibilities.
- A combination of education and related experience will also be taken into consideration.

KNOWLEDGE AND SKILLS

- Knowledge of the FNMHF's overall objectives, strategy and policies and a solid understanding of its operations and processes.
- Sound knowledge of administration procedures and practices, including records management and logistics.
- Aptitude for working with numbers.
- Proficiency in Microsoft Word, Excel and PowerPoint
- Excellent organizational skills, including project management and the ability to undertake and complete multiple, concurrent tasks.
- Demonstrated ability to work independently and in a team environment.
- Ability to instill a sense of confidence.
- French language would be an asset.

ORGANIZATIONAL VALUES

All work at FNMHF must be done in line with the organization's values:

LOVE

- We are committed to addressing the needs and interests of First Nations individuals, families, communities, and Nations in safe and sustainable ways.

HUMILITY

- We remain open to new ideas that help us better fulfill our mission and responsibilities.

RESPECT

- We work at the pace of each First Nation, respond to their diversity, and care for the communal nature of the land.

COURAGE

- We are willing to do our part to decolonize, engage in reconciliation, promote the changes necessary to increase loan-based home ownership, and celebrate success.

HONESTY

- We are clear about our focus on loan-based housing, our ability to support other housing needs of Indigenous Peoples, and our willingness to be accountable.

WISDOM

- We know when to listen, learn, advocate, collaborate, and innovate.

TRUTH

- We acknowledge that broad solutions are needed for the housing realities that Indigenous Peoples face on a daily basis and that loan-based housing is only one part of the solution.

APPLICATION INFORMATION

We invite qualified candidates to send their resume and cover letter telling us why you think you would be a great addition to our team at the FNMHF to hr@fnmhf.ca no later than Friday, September 22, 2023.

As preference in hiring may be given to Indigenous candidates, all applicants are encouraged to self-identify. Although English is the working language, please also indicate your level of understanding of French and any Indigenous language.

We thank all applicants for their interest. Please note, only those selected for an interview will be contacted.