

Bilingual Loan Officer & Facilitator

Full-Time | Hybrid (Minimum of 2 days/week on-site) | Ottawa, ON | Salary Range: \$50,000 to \$56,000 per year | Start date: ASAP | Reports to: Director of Programs

About Ottawa Community Loan Fund (OCLF)

The Ottawa Community Loan Fund (OCLF) is a registered charity and non-profit organization located in Ottawa. It aims to enhance financial inclusion and economic well-being by offering fair financing options and practical financial literacy programs. Delivered in partnership with community organizations, OCLF help individuals gain the knowledge and confidence to make informed financial decisions and access resources needed to pursue goals such as credential recognition, training, and career advancement. Our community-focused approach fosters greater financial security and encourages economic participation throughout Ottawa.

About the Role

We are seeking a bilingual (English/French) Loan Officer & Facilitator committed to helping clients move forward while supporting strong program delivery. This role suits a proactive, highly organized professional who takes ownership of their work, follows through, and manages competing priorities.

The role combines client relationship management, financing support, and facilitation within OCLF's Credential Recognition Program (CRP). You will work closely with clients and community partners as part of a collaborative team supporting internationally trained individuals as they navigate credential recognition and take the steps required to move forward in their chosen career path in Canada.

What You'll Do

- Manage the end-to-end client relationship within the scope of the Credential Recognition Program, including regular check-ins, timely follow-ups, and ongoing support throughout the client's participation.
- Guide clients through financing consultations so they understand available options and application requirements as they plan the financial steps needed to move forward with credential recognition.
- Support clients experiencing repayment challenges by maintaining regular communication and working with them to identify practical repayment options.
- Lead delivery of the CRP financial literacy workshop program, coordinating schedules, facilitating workshops in English and French, and tracking participation and feedback to support strong program delivery.
- Manage day-to-day stakeholder relationships, ensuring strong communication and collaboration with existing partners while identifying and recommending potential new partnerships.
- Plan and coordinate client events, overseeing all details from planning and partner alignment to promotion and logistics.
- Maintain accurate and timely records of all client activity and outcomes in our database.
- Represent OCLF at community and partner events to promote our programs.

What You Bring

- Bilingual (English/French), verbal and written.
- A relevant combination of post-secondary education and professional experience that provides the knowledge and skills required for the role.
- At least 2 years in a client-facing role within community services, financial services, program delivery, administration, or a related field. Experience gained outside of Canada is welcome and valued.
- Lived experience of credential recognition in Canada, or a strong understanding of the systemic and practical barriers internationally trained individuals may face throughout the credential recognition process.
- Excellent client relationship and communication skills, with the ability to build trust, listen carefully, communicate clearly, and support clients through complex or difficult situations.
- Demonstrated ability to facilitate workshops, training, consultations, or community discussions for participants with varied backgrounds and levels of knowledge.
- Ability to work effectively with community organizations, support providers, and other program stakeholders.
- An understanding of how to apply equity, diversity, inclusion, and accessibility principles to client support, facilitation, communications, or community engagement.
- A high degree of personal accountability, with a track record of taking ownership, following through, and getting things across the finish line.
- Well-developed organizational skills, including the ability to work independently, manage competing priorities, and meet deadlines without close supervision.
- Sound judgment and critical thinking, with the ability to identify client challenges or process gaps and bring forward practical solutions.
- Lending, credit, or financial services experience is an asset. Training in financial literacy facilitation, benefits access, or debt and credit advocacy is also an asset.

Working Conditions

- In-office a minimum of 2 days per week at OCLF's Ottawa office (2211 Riverside Drive)
- Some evenings and weekends may be required for client appointments and community events

Eligibility:

- Applicants must be legally permitted to work in Canada and live in the Ottawa area to meet the in-person office requirement.

Our Commitment to Fair Screening:

At OCLF, we value human context, real-world skills, and individual expressions of intent. We do not use automated AI tools or algorithmic software to screen applications. Human members of our hiring team read, analyze, and evaluate every resume and cover letter we receive.

How to Apply

Send your cover letter and resume to info@oclf.org with the subject line: Bilingual Loan Officer and Facilitator – Application.

We will conduct interviews on a rolling basis until the position is filled, and we will contact only those selected for an interview.