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## **EMPLOYMENT OPPORTUNITY**

### **Verification & Certification Officer – Economic Development New Position**

The Chiefs of Ontario is seeking a detail-oriented and motivated Verification & Certification Officer to support the delivery of the First Nations Business Directory (FNBD). Reporting to the Project Manager – Verification & Certification and to the Director of Economic Development Sector of Chiefs of Ontario, the Officer will be responsible for reviewing, validating, and documenting business applications to ensure that First Nation–owned enterprises meet COO’s verification and certification standards. This role is central to ensuring the authenticity, credibility, and transparency of Ontario’s First Nation-led business directory.

**LOCATION:** 468 Queen Street East, Toronto ON

#### **DUTIES AND RESPONSIBILITIES:**

##### **Verification & Certification Activities**

- Review and validate business applications submitted to the FNBD
- Verify proof of First Nation identity (e.g., status cards, community membership letters)
- Assess ownership documentations
- Validate management and operational control through supporting documents
- Ensure compliance with FNBD's verification and certification standards and definitions
- Apply standardized verification checklists and criteria consistently

##### **Documentation & Case Management**

- Maintain accurate, confidential, and secure case files in M-Files and FNBD systems
- Track application statuses, timelines, and outstanding documentation
- Prepare verification findings, summaries, and recommendations for review
- Support renewal, re-verification, and escalation processes

##### **Business Engagement & Communication**

- Communicate with First Nation businesses to request documentation, clarify submissions, and guide them through the process
- Provide clear, respectful, and culturally informed support to applicants
- Work closely with PTOs, IFNs, and community partners to facilitate participation

##### **Quality Assurance & Data Governance**

- Ensure all activities respect OCAP® and COO's data governance standards
- Protect sensitive business and identity information with strict confidentiality
- Flag inconsistencies, discrepancies, or concerns for secondary review

- Support periodic audits and quality-control checks

### **Internal Coordination**

- Collaborate with the IT Specialist, Project Manager, consultants, and developers to resolve technical issues or optimize workflows
- Assist with preparing reports, dashboards, and metrics related to verification volumes, turnaround times, and outcomes
- Participate in team meetings and contribute to the continuous improvement of FNBD processes and SOPs

### **Other Duties**

- Support outreach materials, webinars, and user guides for businesses
- Contribute to departmental initiatives within the Economic Development sector
- Other duties as assigned

Candidates must be willing to work flexible hours during peak periods, such as assembly seasons and out-of-town meetings. Travel will also be necessary.

### **QUALIFICATIONS:**

- 1-3 years of experience in one or more of: verification, compliance review, program administration, procurement, Indigenous business services, or related fields
- Strong understanding of business structures
- Experience reviewing formal documents (corporate records, legal agreements, identity documents)
- Ability to assess eligibility against established criteria consistently and fairly
- Excellent communication skills, especially for working directly with businesses
- High attention to detail, accuracy, and ability to manage confidential information
- Strong organizational and case-management skills
- Understanding of First Nations identity, community structures, and governance
- Experience working with First Nations communities, PTOs, IFNs, or Indigenous organizations is an asset
- Proficiency with Microsoft Office, Teams, SharePoint, and cloud-based document systems (experience with M-Files or CRM/database tools is an asset)
- College diploma or university degree in Business Administration, Public Administration; or equivalent experience
- Experience working in Indigenous economic development environments is an asset

### **BENEFITS:**

- Negotiable Hybrid Work Arrangement
- Two (2) Weeks Paid Time Off for December Holiday Break
- Two (2) Weeks of Paid Vacation per Year, Progressively Increasing After Years of Service
- Ten (10) Days of Sick Time per Year
- Five (5) Days of Personal Time per Year
- Employer Matched Pension

- 100% Employer Paid Group Insurance, Including Extended Health Coverage, Dental, Short-/Long-Term Disability, and Life Insurance

**BASE SALARY:** \$60,000 - \$70,000 per year, as determined by experience

**DURATION:** ASAP – March 31<sup>st</sup> 2027 (Potential renewal contingent upon funding approval)

**Send a cover letter, resume, and two (2) references marked confidential to:  
Ashley Nardella, Human Resources: [opportunities@coo.org](mailto:opportunities@coo.org)**

Applications will be accepted until the position is filled.  
All Applicants must be eligible to work in Canada.  
Only successful Candidates will be contacted.