



Position Profile

**National Director, Partnerships & Client Success
2023**



About Windmill Microlending

In 2005, Dr. Maria Eriksen, a psychologist at Calgary Foothills Hospital, was frustrated to see internationally trained doctors working as janitors in her hospital. Thinking that a low-interest loan might help solve the problem of wasted immigrant talent, she asked a group of friends if they would help her raise \$25,000 to make five loans to help skilled immigrants restart their careers. This was the start of Windmill Microlending.

Over \$63 million in loans later, Windmill has grown into a national charity with a proven track record of converting potential to prosperity from coast to coast. Our 8000+ clients—immigrants and refugees from over 135 countries—are building careers in healthcare, IT, financial services, law, engineering, and many more.

Beyond offering affordable loans, we provide career assessment coaching, financial literacy training, and mentorship for newcomers who lack access to mainstream credit. As a result of this combination of loans and support, our clients increase their incomes by 3.5 times on average, and 97% repay their loans.

While our clients achieve career success, Canada also receives tremendous economic and social benefits. Every dollar invested in Windmill Microlending returns \$15 to the Canadian economy in the first year after our clients complete their learning. Labour-market shortages and poverty decline, while equity and inclusion increase.

Over the next 3-4 years, Canada expects to welcome roughly 1,000,000 economic immigrants, many of them professionals who will need Windmill's support to put their skills to work in Canada. Windmill is scaling up to meet their needs and realize our founder's vision of helping all immigrants succeed in Canada.

Windmill has received the following accolades:

- [One of Canada's 10 fastest growing charities \(2022\)](#)
- A finalist for Charity Village's Top Charities for Diversity Equity and Inclusion (2021)
- One of Canada's 10 most innovative non-profits (2018)

www.windmillmicrolending.org

The Role

Reporting to the CEO, the **National Director, Partnerships & Client Success** will be a key member of Windmill Microlending's executive team.

The mandate of the National Director is to develop key external corporate and institutional partnerships, to grow the number of clients served, and to oversee and improve the client's journey from potential to prosperity.

The Director's two portfolios and teams will be Partnerships and Client Success. The goal of the Partnership team is to build strategic, high-value partnerships with institutions, education providers, corporations and regulatory bodies that have the potential to generate 50-plus applications from prospective clients per year.

The goal of the Client Success team is to help clients meet their goals for professional success, economic security, and well-being in Canada, by taking advantage of Windmill's affordable loans and wraparound supports.

The Director will play a public-facing role, representing Windmill to share the experiences of Windmill clients, research findings on the sector, and issues facing immigrants.

Key Responsibilities

Strategy, Team Leadership, and Organizational Growth (25%)

- Work collaboratively as a key member of Windmill's leadership team to deliver on the organization's strategic objectives.
- Lead the strategy for Partnership development and for improving the efficiency and effectiveness of Client Success.
- Manage, mentor and grow the Partnerships and Client Success teams, which are dispersed across Canada.
- Attend the quarterly meetings and support the work of the Loan Committee of the Board.

Partnership Development and External Communications (45%)

- Build a replicable partnership model to cultivate win-win relationships with organizations that have the potential to refer 50+ clients per year.
- Develop efficient means of maintaining relationships with organizations that yield small numbers of clients.
- Serve as a spokesperson and expert on immigrant-related issues and the challenges immigrants face in achieving their professional potential; represent Windmill at sector events.
- Work with the government relations team and marketing team to identify ways to reach and support newcomers.

Client Success (25%)

- Work to continuously improve the client's experience, from inquiry through application to loan approval and repayment.
- Improve the efficiency of application and client supports in ways that improve the client experience by improving the team's use of data and technology.
- Oversee the collection and reporting of key metrics of client success, including clients' professions, geography, gender, age, loan payback times, loan repayment rates, accreditation exam success, financial stability, and employment in the field, as well as income increases of clients over time.
- Work with Finance & Risk to manage the financial risks of our loan portfolio, and with Marketing and Development to ensure our best clients' stories are shared appropriately.

Alumni Relations and Mentorship (5%)

- Support the Development Team's work fostering relationships with alumni and growing participation in the mentorship program.

The Opportunity

This is an opportunity to play a key role in building a dynamic national organization and to make a measurable impact on immigrants, their families, and Canadian prosperity.

The Ideal Candidate

The ideal candidate has 10-plus years of experience in the private sector, NGO, and/or public sector, developing complex partnerships that helped their organization scale. Ideally, the candidate will bring health-related sales or partnership experience to support Windmill's large number of health-related immigrant professionals. The ideal candidate is currently at a leadership level in a Director/VP of Partnerships, Client Development, Account Development, Sales Development, or Loyalty. Consideration will also be given to senior leaders in corporate fundraising/partnerships in healthcare organizations.

The ideal applicant will have a demonstrated track record of success in building creative and complex partnerships. They will also understand how to improve the efficiency of processes and be effective managers of change. The ideal candidate will also have experience leading, mentoring and growing strong partnership/sales-oriented teams.

The candidate will also bring knowledge of, and appreciation for, the challenges of the immigrant experience, and appreciate Windmill's values: Passion, Empowerment, Simplicity and Results.

Personal Attributes

The Director, Partnerships and Client Success, thrives in a fast-paced, entrepreneurial organization that is also a values-driven and mission-based charity. The role requires someone who is naturally collaborative, highly personable, and enjoys working in teams and mentoring staff. Smart, driven, and professional, this person will use these attributes to complement the efforts of their team. They are self-motivated, always alert for better ways to make things happen. The ideal candidate is not only a concise communicator but also excellent listener. The Director excels in a workplace in which all members are expected to contribute, innovate, and collaborate in a professional manner.

Core Competencies

- Sophisticated partnership development skills as demonstrated by the ability to create strategic, win/win opportunities that benefit both parties and result in large numbers of applications.
- Strong strategic thinking and excellent planning skills.
- Clear and concise communication skills. Comfortable communicating with a wide range of individuals, from clients to senior industry executives, and equally comfortable as active listener.
- Excellent relationship management skills.
- Excellent manager of staff.
- CRM experience and comfort adopting and using new platforms is essential. Experience with Business Intelligence platforms is an asset.
- The ability to communicate fluently in French is an asset.

Additional Information

This is a senior executive position reporting to the CEO and responsible for a large team and mandate. Windmill offers a competitive salary and benefits package and the opportunity to work in one of Canada's most dynamic charities.

Candidates based in Toronto or Calgary are preferred but Windmill will consider those based anywhere in Canada who are able to travel for in-person meetings as required.

How to Apply

We thank all candidates in advance. We will, however, contact only those selected for an interview. To apply, please submit, in confidence, a resume along with cover letter which sets out your interest in the role and highlights the experience you have relevant to the role. Please add your salary expectation for the role in your cover letter. The preferred method of application is on-line at searchsmartconnect.com/jobs.

Windmill Microlending is an equal-opportunity employer. Adhering to Canada's Human Rights Code, Windmill grants equal employment opportunity to all qualified persons without regard to race, creed, colour, gender identity or expression, disability, sexual orientation, family status, marital status, citizenship, ancestry, ethnic origin, age or place of origin. We celebrate diversity and are committed to creating an inclusive environment for all employees.

As an active participant in the Federal Government's 50-30 Challenge, we are committed to building a more diverse, inclusive and vibrant economic future for Canadians by attaining gender parity and significant representation of under-represented groups on our board and in senior management positions.

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