



# Relationship Manager

## The Role in a Sentence

The Relationship Manager is the primary contact potential borrowers have with HFLA. They will be with a potential borrower through every step of the lending process and ensure a human-centered approach to lending.

**Salary Range: \$38,000-\$40,000**

## Primary Responsibilities

### Implementing the Loan Process (50%)



This role will work directly with potential borrowers to understand an applicant’s financial need, their current financial situation and eligibility for a loan including non-quantifiable factors. This work requires strong customer service skills, patience, understanding, and attention to detail and personal organization.

### Accounts Management (15%)

Working as a member of a larger team ensuring the sustainability and proper stewardship of a 100+-year-old loan fund. This includes: making quality loans, tracking delinquent accounts, and making empathetic calls to collect payments from borrowers. This position will also play a role reporting credit and managing credit disputes.

### Community Relations/Partnership Management (20%)

HFLA has a strong and growing network of community partners with whom we share a reciprocal referral relationship. This role will work with partners to receive/send referrals as well as help to build the network. This position will also be a part of the organization’s overall outreach efforts, including: attending community events to share resources with potential borrowers, and identifying opportunities to share resources with the broader community.

### Other Duties (15%)

Working as a team, the Program Department is responsible for answering phone calls, applicant intake, and a large amount of financial processing.

### Competencies:

- Personable, Compassionate, and Professional demeanor— Customer service experience is preferred.
- Able to handle a fluctuating workload
- Effective analytical and decision-making skills.
- Willing to attend occasional evening meetings.
- Solution-oriented problem-solving methodology.

## Our Organization

### Mission Statement

HFLA of Northeast Ohio provides interest free loans to promote the economic self-sufficiency and growth of Northeast Ohioans who are unable to access safe and fair lending resources.

### Core Values

*Tzedek, Tzedakah, and Tikkun Olam*  
We are dedicated to the Jewish values of justice, charity, and repairing the world.

### *Human Dignity*

We strive to treat every individual with compassion and empathy for their unique situation.

### *Relationships*

We embrace and cultivate relationships—with borrowers, donors, and community partners

### *Creativity*

We aim to be agile and strategic in the face of evolving circumstances.

### *Sustainability*

We take great responsibility to be effective stewards of a century-old loan fund.

Please email a resume or cover letter to: [hiring@interestfree.org](mailto: hiring@interestfree.org).  
Position open until filled.