



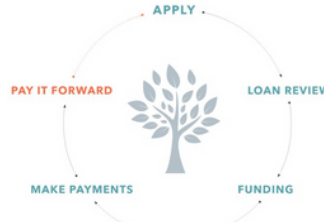
Loan Administration Manager

The Role in a Sentence: The Loan Administration Officer serves as the first point of contact for potential borrowers. This position is part of a team working to ensure our borrowers experience a positive, dignified lending process and are successful in the complete repayment of their loan.

Salary Range: \$40,000-\$45,000

Primary Responsibilities

Supporting the Loan Process (85%) --->



Applicant Stewardship (85%)

This role will work directly with applicants (potential borrowers) to explain and assist them through the application process. This includes, but is not limited to:

- Answering phones and emails from applicants to answer their questions about loan products, eligibility, and the application process.
- Determine eligibility of applicant implementing the application review process.
- Manage incoming applications in a Salesforce-based Loan Management System. Follow up with applicants to assist with completing applications and document submission. Work with the applicant to understand their financial need and non-quantifiable factors. Work internally to communicate and advocate on a borrower's behalf internally.
- Follow up with borrowers to encourage successful loan repayment through phone calls, emails, and texts. Manage payments and loan completion in database.

Competencies:

This work requires strong customer service skills, patience, understanding, attention to detail and personal organization.

- HFLA is looking for someone with a passion for customer service.
- The ideal candidate will have some knowledge of the social safety net. HFLA receives referrals from community organizations and makes referrals to support the success of our borrowers.
- Someone who is patient and can work creatively to assist borrowers towards successful repayment ("compassionate collections").
- Someone who is able to make quick decisions and assess the eligibility of those inquiring about a loan. Eligibility is often based on nontraditional guidelines used as a nonprofit lender.
- Some experience tracking and managing process flow in a database.

Other Duties (15%)

Working as a team, the Program Department is responsible for all aspects of HFLA's lending cycle. We strive for a culture of teamwork and support, helping each other and helping our constituents.

Other Beneficial Skills:

Able to handle a fluctuating work load; Willingness to work occasional evenings/weekends; Solution-oriented/Problem solving mentality; Willingness to learn.

HFLA provides loans to residents in Northeast Ohio that promote economic self-sufficiency and financial justice and provide lending options that help them gain control of their financial lives.

Core Values

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

- Human Dignity*
- Relationships*
- Creativity*
- Sustainability*

We strive to make our loans:

Accessible: It is not "easier" to get an HFLA loan, but we strive to lower the barriers.

Affordable: All of our loans are interest-free. There are no fees or collateral required.

Fast: Our staff works to process loans as quickly as possible, while always maintaining communication with an applicant.

Fair: We believe "clarity is kind." We work to understand an applicant and do not rely solely on numbers to make lending decisions.

Please email a resume or cover letter to: hiring@interestfree.org. Position open until filled.