



Program Assistant for growing local non-profit  
30 hours a week with potential for full-time in the future

#### Job Duties

- Discuss and explain loan program on the phone with potential borrowers
- Review loan documents for eligibility, then submit to the Program Director for final review
- Schedule and organize appointments with prospective borrowers as requested by Program Director
- Meet with borrowers to discuss concerns or questions, then relay those issues to the Program Director when needed
- Pull Collections report monthly and call borrowers/guarantors who have missed payments/print out and send letters to delinquent borrowers/guarantors
- Pull Paid Off Loans report monthly and send letters/Promissory Notes to paid off borrowers/guarantors
- Perform outreach in the community when needed
- Maintain the “team” email account and respond to messages in a timely fashion
- Enter borrower payments into AutoPal software system and QuickBooks and prepare deposits
- Maintain borrower files and add new information as it becomes available
- Help borrowers fill out paperwork and attend to correspondence
- Backup computer and hard copy file systems on a weekly basis
- Other as needed tasks assigned from the Program Director
- Cross train in other office areas

#### Skills

- Computer savvy and capable of learning new software
- Personable
- Patient
- Respectful
- Handle fluctuating work load
- Team player
- Financial counseling/financial literacy experience preferred

#### Requirements

- Bachelor’s degree or comparable experience

Resumes and cover letters can be emailed or faxed:

[Katy@interestfree.org](mailto:Katy@interestfree.org)

Fax: 216-378-9007