

COMMUNITIES Unlimited

Job Description

Position: Program Assistant
Immediate Supervisor: Director of Lending
Mission Focus: Lending
Location: Fayetteville, AR

Summary of Position

The Program Assistant performs complex and confidential administrative functions to ensure department operations flow smoothly, including a variety of operational functions that include support the team's initiatives for loan development, underwriting, closing, ongoing portfolio servicing and management, and other special projects as needed. The Assistant works with a minimum of supervision in a deadline-driven environment while providing a wide-range of support services to the Director of Lending and Lending staff. The work flow often includes processes and/or information that is related to confidential matters, and requires absolute protection of this information. This position also requires a high level of customer service and an ability to respectfully and professionally communicate with internal and external customers that may be in an agitated state.

Education/Certification Requirements

An associate's degree is required. An emphasis in business or entrepreneurship degree is preferred.

Must be able to provide documentation of eligibility to work in the USA.

Experience/Skills Requirements

A minimum of 3 years of experience in a position dealing directly with customers is required; for example, positions in accounts receivable/payables, operations, human resources, a call center, customer service desk or complaint resolution. Prior experience in customer service is preferred.

A minimum of 4 years of verified work history also is required.

Proficiency in computer use, including Microsoft Office suite (Outlook, Word, Excel and PowerPoint) is required.

Summary of Essential Job Duties

After being trained on organizational and lending policies and processes, the Program Assistant is expected to:

- Maintain the highest level of confidentiality with all information obtained.
- Serve as project manager as assigned. (For example, coordinating loan closing process in conjunction with the Lending team, borrower and any outside partners or legal counsel.)

- Facilitate full implementation of Loan Accounting Information System including data entry in electronic files and support of process tracking.
- Organize and maintain the master copy of original documents (i.e. loan document templates, borrower information, lending policies/procedures) and coordinate updates as needed to maintain current information and compliance as relevant.
- Prepare and maintain external customer (i.e. borrower) records while assuring accuracy, compliance and confidentiality (i.e., loan inquiries, commitment letter, pre/post-closing condition documents, and collection notices.)
- Maintain records, manage the flow of documentation and organize filing and archive system to facilitate the expeditious processing and retrieval of information, including paper-based files and in Microsoft Office 365 cloud-based system.
- Schedule and organize complex activities such as conference calls with borrowers, loan officer and other CU team members; loan committee meetings; loan closings; travel and department activities for all members of the Lending Team.
- Serve as the primary point of contact for internal and external customers.
- Provide high level of customer service, following policy and procedure, maintaining confidentiality, and at times facilitating situations where customers, either internal or external, are upset or dissatisfied.
- Maintain working knowledge of all applicable staff and operational policies and procedures, including associated regulatory and/or compliance requirements associated with the position (e.g. staff handbook, lending operational policies, and EEO/FCRA requirements).
- Serve as project manager as assigned. (For example, assist with collections as required including calls, letters, statements, and other support as needed.)
 Research and resolve any problems, issues, or questions concerning customers (i.e. borrowers' accounts) both verbally and in writing, to ensure customer satisfaction and to maintain productive relationships.
 Attend workshops and conferences as needed.
- Attend CU staff meetings.
- Special projects, and other duties as may be assigned from time to time by program director.

FLSA Classification: Exempt

Tools Used in Job

Computer, internet, smart phone (texting, email, photos, videos, social media, and calls), web-based databases for data-entry, Microsoft Office suite including Outlook, Word, Excel and PowerPoint is required. Use of additional software for project related activities may be required.

Work Environment

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.