



POSITION: Office Manager/Collections Clerk

WAGE RANGE: \$31,200 - \$43,680
\$15.00 - \$21.00

SUPERVISOR: Executive Director

Summary: Our busy, client-focused office needs a reliable, well-organized Office Manager to handle day-to-day operations with a focus on efficiency, time management, and project management administrative support. This administrative position will also include collections of our delinquent accounts; phone calls, emails, and statements for collection. The Office Manager will be responsible for developing strong intra-office communication protocols, streamlining administrative procedures, purchasing controls, and excellent customer service support. We are looking for an energetic professional who enjoys new duties and challenges. This position will provide skill advancement opportunities for interpersonal and professional growth.

DUTIES & RESPONSIBILITIES:

1. Assists the Financial Development Officers in the processing of loan applications and professional communication with the customers throughout the loan process.
2. Responsible for the efficient day-to-day operations of the department.
3. Responsible for collection of past due payments, send statements, collection letters and making phone calls for collection.
4. Work with and send collections to the Credit Collection agency on behalf of FNCF.
5. Maintain payments process and customer contact information.
6. Responsible for tracking and internal controls for office procurement.
7. Attends all monthly Board of Directors (BOD) meetings for meeting minute purposes and follow up administrative support for BOD needs.
8. Document meeting minutes, task tracking and project administrative support.
9. Handle training reservations, travel and tracking of all costs and needs, including follow up reconciliations.
10. Support marketing tasks administratively and with communication to vendors as needed.
11. Responsible for administrative support with IT communication, website maintenance and technology needs in collaboration with all staff.
12. Responsible for maintaining departmental employee, electronic and office administrative files.
13. Ensure the office area is clean, professional and organized for customer interaction.
14. Assists the Executive Director and Team Members, as needed.
15. Perform other duties as assigned.

MINIMUM QUALIFICATIONS:

1. High School diploma or equivalent. Associate Degree, preferred.
2. Must have three plus years, experience in office management. Financial or loan experience is a plus.
3. Must have 1 year in a customer service role. Having collection experience is a plus.
4. Possess good organizational skills, multi-tasking, and strong time management ability to meet deadlines.
5. Excellent teamwork skills and experience is necessary.
6. Research experience a plus or ability to perform research.
7. Strong, solid computer and technological skills including Microsoft office. Quick Books, and prior loan software environment is a plus.
8. Possess good oral, written communications skills in a professional setting. Excellent customer service skills. Understanding of Native communities is a benefit.
9. Must be able to maintain confidentiality.
10. Must not have any felonies nor financial-related crimes.
11. Valid Driver's License and Insurance

**As this is a Native CDFI, Native preference in hiring is provided to Natives of federally recognized tribes.*