



Office Administrator Position Description

About NeighborWorks® Capital:

NeighborWorks® Capital (NC) is a national non-profit loan fund headquartered in Silver Spring, Maryland. NC provides financing to members of the NeighborWorks® America Network, 240 non-profit community development organizations serving cities, rural areas, and regions nationwide. NeighborWorks Capital is a certified Community Development Financial Institution (CDFI).

NC provides loans for real estate development projects. NC's loan products include short-term loans for pre-development costs, acquisition of sites and properties, construction or rehabilitation, and interim financing during operations. This is an exciting time to become part of the NC team as it expands its customer base, adds new loan products and raises additional loan capital.

Summary:

The Office Administrator interacts with customers, investors, organizational staff and vendors by providing excellent customer service and working collegially with staff. This position is responsible for assisting and supporting the management team in the areas of organizational administration and governance, financial management, lending and business development, and special project activities. This includes coordinating office operations and the administration of office facilities.

Reports to: Director of Finance and Administration
Status: Full-time (FLSA Non- Exempt)

Related duties and responsibilities:

Office and Facilities Administration and Support

- Facilitate company communications internally and with Board of Directors, Finance and Loan committees, customers and vendors by answering phones, taking phone messages, sending and receiving faxes and e-mail, opening mail, and directing/delivering communications to appropriate parties;
- Make and facilitate special event arrangements, including acting as liaison with NeighborWorks America staff in support of NeighborWorks America events (conferences and seminars etc.);
- Maintain and update NC contact database as needed;

- Carry-out copying, delivery, and filing activities;
- Execute both small internal and bulk, outsourced copy/printing assignments;
- Research/order office supplies, equipment and furniture;
- Conduct internet research;
- Perform other customer service/office support duties as assigned;
- Coordinate organization's emergency preparedness and disaster recovery policies.

Organizational Governance

- Make and facilitate Board of Directors, Finance and Loan committee and other external meeting arrangements (in-person, electronically and telephonically) and assemble and distribute related meeting materials;
- Create and maintain a well organized and complete set of organizational records including loan files, financial files, legal files, vendor files and other documents;
- Maintain board and committee lists and secure annual Conflict of Interest compliance;
- Assist with the preparation and delivery of monthly, quarterly and annual compliance materials to investors;
- Administer electronic and paper file retention policy.

Lending Activities and Business Development

- Facilitate the creation of new customer and new loan files in both electronic and paper form as needed;
- Assist in the tracking of insurance coverage and property taxes payments for loan collateral in the lending portfolio;
- Assist in the collection, documenting and filing of information on a timely basis for customers and loans, including interacting with NeighborWorks America to obtain standard borrower related information and reports.

Financial Administration

- Make bank deposits of incoming checks;
- Input loan data to and maintain the loan management system as needed;
- Record financial transactions in and maintain the financial accounting system as needed;
- Record all loan transactions in the financial accounting system and loan management system;
- Prepare and record vendor payments and other payments in the financial accounting system;
- Prepare monthly credit card reimbursement requests and reconciliations ; Research and reconcile vendor payment and loan activity issues.

Qualifications:

- At least four years of demonstrated professional experience, preferably in a dynamic small office setting;
- Bachelor's degree in business, finance, marketing, public administration, or related field is preferred;
- Fluent in English;
- Excellent interpersonal and communications skills (verbal and written);
- Proficient in Microsoft Office software programs (Word, Excel, PowerPoint and Outlook);
- Attention to detail required;
- Proficient in operating standard office equipment including computers, fax, phones, copiers, etc.;
- Well organized with ability to multi-task, follow-through and meet deadlines;
- Ability to follow standard operating procedures and exercise good judgment independently or with little oversight;
- Self motivated and willing to work cooperatively, and sometimes independently, in environment with small staff;
- Ability to act professionally at all times and safeguard confidential borrower, financial and other information;
- Personable, cooperative attitude;
- Willingness to be part of a team in a mission-based organization.

NeighborWorks Capital is an Equal Opportunity Employer.

How to Apply:

Please submit a letter of interest, resume and salary requirements to:

NeighborWorks Capital
Attn: Human Resources
1100 Wayne Avenue, Suite 610
Silver Spring, MD 20910

Or by e-mail to: jobs@neighborworkscapital.org

Principals Only.