

## Small loans Big ideas

**Position:** Administrative Associate

**Type:** One year contract, Full-time (January, 2018 to December, 2018), with possibility of extension

### **About ACCESS Community Capital Fund**

ACCESS Community Capital Fund provides access to loans and supports to people facing economic barriers. Our vision is for everyone to be given the opportunity to achieve financial security through sustainable employment and self-employment.

ACCESS Community Capital Fund (ACCESS) helps people with few financial assets, challenging credit histories, or low income obtain affordable loans to improve their standard of living. Loans of up to \$5000 are guaranteed by ACCESS and disbursed by financial institutions. These loans can be used to launch or expand a business, or to pay for training, certification, fees or tools in order to obtain a better job. Lending decisions are made by a volunteer-run Loan Review Committee (LRC), using a character-based lending model.

Based in Toronto, ACCESS is a Canadian registered charity established in 1999.

In addition to loans, we provide financial literacy training, business coaching, and other supports to our clients.

We are seeking a well-organized individual who provides exceptional customer service to all stakeholders and who is passionate about helping people. This is a unique opportunity to join a small team working to build and expand an organization that empowers its clients and produces results across the GTHA. The Admin Associate will interact with various stakeholders and team members, and will have the opportunity to take on new projects and learn new skills.

### **Activities & Responsibilities:**

- Answer the phone and direct calls to appropriate person
- Respond to general inquiries (phone and email) from the public regarding ACCESS
- Monitor generic email accounts
- Follow up by sending general information to potential applicants
- Direct specific inquiries to appropriate team members
- Pick up and distribute mail
- Scan, file and/or shred documents to ensure proper document retention and confidentiality (electronically and in hard copy)

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- Book venues for meetings, and coordinate board and committee meetings and AGM
- Contribute to team meetings by bringing up concerns, ideas, improvements and innovations
- Assist with Annual Report and marketing material
- Provide excellent customer service to clients, volunteers, team members and other stakeholders
- Prepare and send correspondence to clients, donors, investors, and other stakeholders
- Research new suppliers/venues and obtain quotes
- Place orders for supplies and pick up if needed
- Contribute to team meetings by bringing up concerns, ideas, improvements and innovations
- Take minutes at board and committee meetings
- Maintain and update databases (client, donor, investor...etc.)
- Update and track financial data using Excel sheets
- Prepare monthly reports and assist with annual budget
- Monitor arrears and follow up with clients
- Maintain Customer Relationship Management (CRM) database
- Liaise with bookkeeper to ensure prompt and accurate payment of invoices
- Other tasks as assigned by ED

### **Skills, Experience & Qualifications**

#### Required:

- College or University graduate with minimum two years' work experience in an administrative role.
- Excellent written and oral communication skills, and telephone etiquette.
- Extensive knowledge of MS Office suite and email protocols.
- Strong interpersonal skills as well as sensitivity and experience in dealing with issues of poverty and marginalization.
- Strong interest or experience in small business and/or career development.
- The ability to work as a member of a small, closely-knit team.
- Must be highly organized with strong attention to detail.
- Experience in using CRM systems
- Enthusiasm and professionalism in various situations and with different stakeholders.

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Preferred:

- Experience in the non-profit sector.
- Familiarity with micro-lending models and social impact evaluation metrics.
- Analytical and research skills an asset.

**Reports to:** Executive Director

Please note that a flexible work schedule is required for this position as some meetings and events occur in the evenings and on weekends.

**To Apply:** Submit a cover letter and resume to [hire@accessccf.com](mailto:hire@accessccf.com) by Sunday, January 14, 2018.

We thank you for your interest in ACCESS. Only those applicants being considered will be contacted.

Access Community Capital Fund provides equal opportunity in employment and encourages applications from all qualified persons.