



LOAN SERVICES Administrative Assistant JOB DESCRIPTION

Reports To: Director of Loan Services
FLSA Classification: Part-Time, Non-Exempt (Possibility to Full Time later)
Department: VSLDC – Loan Services
Location: 1130 W Slauson Avenue, Los Angeles 90044

Position Summary:

The Administrative Assistant will coordinate with Business/Loan Counselors (BLC) to ensure the loan applications and 5C scoring summary are complete. The Administrative Assistant will direct all loan inquiries to BLCs for TA to maintain the loan software platforms, take the loan applications, and track and report loan portfolio and demographic data. To service the loans by ensuring regular payments, creating and maintaining digital case files on each borrower, and collaborating with accounting.

Essential Duties and Responsibilities:

- Monitor and maintain the online loan application platform working smoothly
- Ensure BLCs collect digital documents and complete loan packages plus 5C Scoring
- Maintain the loan portfolio system up-to-date, complete, and accurate
- Prepare letters and documents, and organize meetings, including via Zoom.
- Monitor and maintain all digital records in Sharepoint and loan platforms
- Prepare, manage and maintain borrower loan case files
- Function as administrative support and assistant to the entire BSC team.
- Ensure all borrowers' information matches on both systems – Lenderfit and Downhome
- Review and fill out borrowers' demographic, census track, NAIC code as needed
- Being knowledgeable of the Loan program's operation.
- Other duties and responsibilities assigned by Loan Services Director.

QUALIFICATIONS:

- Minimum two (2) years of experience in administrative and clerical procedures
- Excellent verbal and written communication skills
- Experience working in a collaborative and diverse environment
- Possess a valid California Driver's License, Liability Insurance, and reliable auto
- Flexible with working hours, including evenings and weekends
- Bilingual in Spanish or an Asian language preferred
- Have good customer service skills
- Be flexible and adaptable to changing, fast-paced working environments
- Have data ability to be accurate, complete, and timely to meet deadlines



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DETAILED OUTLINE OF QUALIFICATIONS

Qualifications:

An individual must be able to perform each essential duty satisfactorily. The above requirements represent the knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

Education:

- AA Degree in business, accounting, administration, computer science, or equivalent

Supervisory Experience:

None Required

Language Ability:

- Have strong reading, writing, and communication skills; bilingual in Spanish or an Asian language preferred
- High-level emotional intelligence as well as social skills and good customer service skills

Math Ability:

- Basic math skills are required

Reasoning Ability:

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form
- Be adaptable to changing, fast-paced working environments and react well under pressure
- Interact and maintain good working relationships with individuals of varying social and cultural backgrounds
- Demonstrate accuracy and thoroughness; look for ways to improve and promote quality; apply feedback to improve performance; and monitor own work to ensure quality performance
- Exhibit excellent organizational skills and ability to meet deadlines and follow through



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Computer Skills:

Be proficient in MS Office Suite [Word, Excel, PP], Google search, social media, plus Database platform and loan management systems preferred

Certificates and Licenses:

N/A

Work Environment:

The work environment characteristics described here represent those an employee encounters while performing this job's essential functions. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The noise level in the work environment can be moderate at times. Must possess the ability to work in a fast pace environment. Must be highly organized and detail-oriented.

Physical Demands:

There are physical demands required in this position.

Occasional community work or various community outreach events [e.g., health fairs, faith base meetings) may require, at times, standing for up to one hour and some walking. Ability to lift file box weighing between 15 to 40 pounds.

I acknowledge that the above job description is an outline of what is expected of me, and it is not all-inclusive. Management has the right to change, alter or add additional projects, duties, or tasks according to the organization's needs, with or without official updating.

Employee Acknowledgement _____ Date: _____

Supervisor Acknowledgement _____ Date: _____