

Justine PETERSEN Housing and Reinvestment Corporation
Title: Administrative Assistant



Justine PETERSEN Housing and Reinvestment Corporation's mission is to connect institutional resources with the needs of low- to moderate-income families so they can build long- term assets. Justine PETERSEN (JP) achieves this goal through its products, which include credit building and financial education, homeownership preparation and retention, and micro-enterprise lending and training. Our people-centered financing breaks barriers and economic divides by building equity, wealth, and financial freedom for diverse families and neighborhoods. JP is a Missouri not-for-profit 501(c) (3) corporation and wholly owns a Community Development Financial Institution (CDFI), certified by the U.S. Department of Treasury

Job Responsibilities:

I. Office Reception

- 1. *Maintain excellent first impression of office***
2. Answer phones, take messages, schedule appointments, route incoming calls to the appropriate staff
3. Monitor door security and entrance;
4. Notify staff of client & all arrivals;
5. Stock copy areas with paper and other supplies;
6. Stock bathrooms with toilet paper and paper towels as needed;
7. Stock break room with paper towels, cups, coffee, sugar and creamer;
8. Clean break room, conference rooms
9. Make coffee and keep ice available for clients;
10. Load and unload the dishwasher daily;

II. Program Support

1. Call clients to remind them of their appointments;
2. Pull credit reports on all new clients, create e-folders and save credit report and release form as needed
3. Collect payments, process credit and debit cards
4. Prepare reserve account request forms and facilitate client check;
5. Scan reserve account forms and store in folder on F drive
6. Complete Vista share data entries for all reserve accounts
7. Mail monthly billing statements;
8. Assemble new small business application packages for micro department
9. Shred old checks based on Finance Department requests
10. Attend community fairs with another JP credit building staff for the credit building department
11. Enter data accounts into VistaShare for Credit Building Department
12. Assist w/returned mailed loan statements, including entering returned loan # and names into a spreadsheet to track names of returned statements, assessing the returned mail envelopes for accuracy and completeness and calling the client for an updated address

III. Additional Duties as Assigned.

This job might be for you if:

You think on your feet. You like learning new things, and you can learn them quickly. When things change, you know how to roll with the punches.

You're a self-starter. You are self-confident. Armed with knowledge of your job and organization you are always looking to make things better for your clients and team.

You are a problem solver. You might not know the answer yourself, but you're going to figure it out.

You pay attention to details. As far as you're concerned, anything worth doing is worth doing right, every single time. You stay focused, and nothing falls through the cracks on your watch.

You might not be a tech wiz, but you learn new programs quickly.

You communicate clearly. You can explain just about anything to anyone, and you're comfortable communicating via email and on the phone.

You can work in an open and lively office.

You believe that a holistic people-centered asset building approach can make a visible difference in the lives of diverse families. You embrace that building credit by accessing and managing financial products is a powerful way to build assets, especially for low-income people. You know the basics about credit cards, credit reports and scores, have some familiarity with buying a home and you are keen to learn more.

How to apply:

Please provide a cover letter and resume to Cameron Stuhl cstuhl@justinepetersen.org. In your cover letter, please provide a roadmap for your resume and experience: What parts of your resume should we pay particular attention to? Why are you a great fit for this position? In particular, we would like to know about your experience providing excellent customer service and demonstrating superior attention to detail.

Full-time position

Job location: St. Louis Office

Hourly wage: \$15/hr.

Employee must be fully vaccinated from COVID-19 prior to start date (no later than July 1, 2021).

Please visit our website at www.justinepetersen.org. EOE