



Bilingual Administrative Assistant

Neighborhood Finance Corporation

Neighborhood Finance Corporation (NFC) is a well-established non-profit organization with a team oriented work environment. We are celebrating our 28 years of service as a mortgage lender in Des Moines and Polk County.

Our mission: NFC provides unique lending programs and other services to facilitate targeted neighborhood revitalization in Polk County, Iowa, through partnerships with residents, governments, community based organizations and the business community.

NFC is seeking a qualified bilingual Administrative Assistant with receptionist duties to join our team on a full-time basis. The ideal candidate should be able to create a positive impression of NFC, answer incoming phone calls, greet visitors to the NFC office, and provided administrative support to the Executive Director and NFC team.

Summary: At the direction of the VP of Finance and Administration is responsible for greeting customers and others in person and on the phone. The position will provide administrative support to staff. NFC is seeking a person bilingual, preferably Spanish, Vietnamese or Karen languages.

Specific Job Functions:

- Professionally address all persons coming to NFC and direct them to the appropriate party or resolve their inquiries.
- Professionally manage incoming phone calls to NFC. This includes transferring calls to the requested party, forwarding the calls to voice mail, or providing information to the caller to resolve the caller's inquiries.
- Provide verbal/written translation for all communications to NFC.
- Maintain a calm and professional atmosphere in the reception area.
- Manage the verification of occupancy process.
- Prepare neatly and accurately typed letters, memorandums, reports, and manual revisions from handwritten or stored information. Compile data, format, proofread, and coordinate the production of letters, memorandums and reports.
- File, photocopy, and scan documents.
- Assist the Executive Director and Vice Presidents with various projects as requested.
- Manage the office supply area including organization of the area and ordering of supplies.

- Perform other job related duties and special projects as required.

Job Requirements:

- High School/GED required, with an associate's degree or two years in an office environment preferred.
- Proficiency with Microsoft Office applications including Word, Excel, Outlook, PowerPoint, and internet research.
- High degree of accuracy and good English/language skills required.
- Excellent oral and written communication, interpersonal, customer service and organizational skills required.
- Bilingual in English and one other language; preferably Spanish, Vietnamese or Karen language.

The preferred candidate will meet the job requirements; be detailed oriented; able to maintain confidentiality; and able to handle multiple tasks at once while maintaining composure and pleasant attitude.

NFC offers competitive company benefits including free parking, medical/dental/vision/life insurance, business casual dress, paid sick/vacation leave, cafeteria plan, and 401(K) plan. Office hours are Monday through Friday 8:30 am to 5:00 pm.

Please send cover letter and resume to:

VP Finance and Administration
NEIGHBORHOOD FINANCE CORPORATION
1912 SIXTH AVENUE
DES MOINES, IOWA 50314

Or malberico@neighborhoodfinance.org

No phone calls please.