Community Development Associate

About Grameen America, Inc.
Grameen America Inc. (GAI) is a nonprofit microfinance organization founded in 2008 by a Nobel Peace Prize recipient, Mohammad Yunus. Mohammad’s vision is to help less fortunate women of color become entrepreneurs and financially independent by providing micro-loans, financial education, asset building through savings and credit building strategies.

Role Overview:
The **Community Development Associate (CDA)** is responsible for increasing the membership base through various community outreach activities, building new relationships within the community and maintaining existing ones. The CDA will also lead and manage all client-oriented meetings, which includes collection of loans, disbursements, and repayments and verifications. The CDA will need to be a strong leader with the ability to manage and build cohesive client groups, detailed, organized and the ability to multitask. The CDA would also deliver various training sessions for the members.

Recruitment:
- Grow member base and spread awareness of the Grameen lending program through community outreach activities/organizing to attract and recruit new members to achieve designated membership growth targets.
- Own an elevated member experience through communication by call, email, or other means to set expectations and build meaningful relationships towards a successful membership placement.
- Maintain accurate documentation on all members searches and other recruiting activities.
- Follow company standards and ensure high quality and productivity.
Relationship Management:

- Build positive relationships with borrowers and members for membership and business growth.
- Provide high level of customer service support when dealing with borrowers and members to ensure satisfaction.
- Facilitate GAI Center Meetings.
- Interact with borrowers and members to communicate processes and provide financial education such as how to obtain a micro-loan, understand their credit score, etc.
- Resolve members concerns, issues, and questions in timely and professional manner.

Financial Methodology:

- Monitor members’ loan amount and related activities, including compliance with loan criteria, disbursements, collection of repayments, and reconciling daily payments.
- Maintain accurate records for all transactions within center and branch (such as proper posting, compliance with required notifications, etc.).
- Accurately input and track members loan payments and other relevant data in appropriate systems.

Qualifications:

Skills and Qualifications:

- Proficiency in English required. Spanish a plus for some locations.
- Excellent customer service skills with strong written and communication skills.
- High level of integrity, punctuality, discipline, and attention to detail.
- Basic logical reasoning and numeric skills.
- Ability to work independently and with a team-player mentality.
- Ability to work a flexible schedule from Mondays to Fridays (early mornings and evenings).

Education and Experience:

- BA/BS and/or 1-3 years of work experience in a community organizing outreach, and client recruitment.
- Familiarity with Microsoft Word and Excel a plus.
- Knowledge in using computer, laptop, iPad, smartphone, and other similar electronic devices.
- Depending on location, valid driver’s license required.

Salary: $36,000  Apply Here: https://www.grameenamerica.org/careers