JOB DESCRIPTION

Title: Trainee Center Manager
Reports to: Branch Manager

Organizational Summary: Grameen America, Inc. (GAI) is a nonprofit microfinance organization founded by 2006 Nobel Peace Prize recipient Muhammad Yunus. GAI provides loans, savings programs, financial education, and credit establishment to women who live in poverty in the United States for the purpose of beginning or expanding businesses that will lift them out of poverty. The Trainee Center Manager (TCM) position is an entry level position at GAI which is intended to be the first step in a career progression with GAI.

Primary Responsibilities:

• Grameen Methodology
  o Learn and implement the Grameen lending program and discipline, including recruiting new members and following the program requirements for meeting attendance, loan repayment, loan utilization, group formation and related practices

• Member Leadership
  o Facilitate GAI Center Meetings
  o Provide excellent customer service to borrowers and members
  o Communicate processes and updates clearly
  o Address issues, questions and conflicts from members
  o Grow current member base through active outreach and recruitment
  o Achieve designated growth targets
  o Accurately inputs and tracks member financial and other relevant data in appropriate formats

• Financial Methodology
  o Monitors all loan and related activities, including compliance with loan criteria, disbursements, repayments and collections
  o Maintains honest and accurate daily records for all transactions within center and branch (such as proper posting, compliance with required notifications, etc)
  o Ability to understand day to day branch accounting practice and responsibilities

Skills and Qualifications:

• Fluency in English and Spanish required;
• Excellent communication skills
• Flexible schedule from Mondays to Fridays (may need to work a schedule of early mornings and evenings)
• Punctual, dependable and with high integrity
• Familiarity with Microsoft Word and Excel a plus
• Basic logical reasoning and numeric skills
• Ability to work individually and cooperatively within a group setting; ability to develop trust and rapport with borrower community
• High school diploma or equivalency
- Familiarity with electronic devices as a communication tool
- Meetings with clients will take place in a variety of locations that will require the ability to ascend/descend stairs and standing and/or sitting for a significant part of time

Grameen America is an Equal Opportunity Employer (EEO). All candidates for employment will be considered without regard to race, color, religion, sex, gender identity, sexual orientation, national origin, disability, veteran status, or any other basis protected by applicable federal, state or local law.

For immediate consideration for the position, please send cover letter and resume to jobs@grameenamerica.org