

Loan and Office Administrator

POSITION DESCRIPTION

The Loan and Office Administrator is a dynamic, multi-functional role that supports the day-to-day operations of Community Futures North Cariboo. This position is responsible for front-line client service, loan administration, financial transaction processing, and marketing support. The Loan and Office Administrator will report directly to the Loans Manager/Business Analyst and work closely with them to ensure quality client services.

For this position we value a cheerful outlook, strong people skills, and a collaborative, community-minded approach. We are seeking an individual who communicates effectively, enjoys working as part of a supportive team, and contributes to a respectful and inclusive workplace. We prioritize integrity, accountability, and teamwork in everything we do, and while experience is considered an asset, we are committed to training the right candidate who demonstrates reliability, enthusiasm, and a genuine willingness to learn and grow within our organization.

KEY RESPONSIBILITIES:

Reception & Office Administration

- ✓ Serve as the first point of contact for clients (in-person, phone, and email)
- ✓ Manage appointments, calendars, and meeting bookings
- ✓ Order and manage office supplies and inventory
- ✓ Be aware of opening/closing procedures

Loan Administration

- ✓ Enter and maintain client and loan records in our client management system (Faasbank)
- ✓ Register, amend, and discharge loan securities
- ✓ Monitor loan tasks (insurance, financials, renewals)
- ✓ Generate loan reports (weekly, monthly, quarterly, annual)

Financial Transactions for Loan Funds

- ✓ Process and post loan payments (EFT and manual)
- ✓ Maintain accurate transaction records and receipt logs
- ✓ Track and follow up on NSF payments (soft collections)
- ✓ Support financial reporting and audit requirements

Marketing & Communications

- ✓ Create and schedule social media posts with pre-designed content
- ✓ Manage and update website content
- ✓ Promote client success stories and programs
- ✓ Assist with events and community outreach initiatives
- ✓ Maintain contact and distribution lists (Mailchimp)

APPLICANT QUALIFICATIONS AND COMPETENCIES:

Our primary evaluation will be based on demonstrated attitude and aptitude. The ideal applicant will have certification and/or experience in the following areas:

Education:

- ✓ Post-secondary training in business, administration, marketing, social media and basic bookkeeping are considered assets
- ✓ Grade 12 Diploma or equivalent

Experience and Skills:

- ✓ Minimum 2 Years of office and reception experience in a small business or community organization
- ✓ Minimum 2 Years of customer service and business communication skills
- ✓ Excellent written communication skills in English are important for success in this role, particularly for drafting clear, accurate, and professional documents and correspondence
- ✓ Strong attention to detail and confidence working with numbers are essential, as this role involves reviewing financial information, performing calculations, and ensuring accuracy in loan and client records
- ✓ Strong organizational skills with an ability to effectively multi-task in a variety of duties
- ✓ Proficiency with Microsoft Excel, Word, and Outlook is required
- ✓ Microsoft applications such as Teams and PowerPoint are an asset
- ✓ QuickBooks Online and other Client Relationship Management Software are an asset

HOURS, SALARY, AND BENEFITS:

This position is 35 hours per week, and regular office hours are 8:30 to 4:30 PM, Monday to Friday. Limited evening and weekend work is required related to events, training etc.

Salary range is negotiable depending on experience and education. The position is eligible for full benefits including medical, dental, vision, extended health, life, and disability insurance.

HOW TO APPLY:

Please send your resume and personal cover letter that gives us a sense of who you are beyond your resume to: info@cfquesnel.com or feel free to drop off in person at 335A Vaughan Street to Ryan Adams, General Manager.