



**OPERATIONS ASSOCIATE  
Job Description**

Status: Non-Exempt, Full-Time, In-Office  
Supervisor: Director of Finance  
Revised 9/16/2022

**About CEDS Finance:**

CEDS Finance is a non-profit micro-lender whose mission is to support the American Dream of financial self-sufficiency by assisting refugees, immigrants, and those from underserved communities in Metro Denver, through small business support.

**Position Purpose:**

The Operations Associate is an integral member of the team who connects our clients to our lending and technical assistance programs, supports the Director of Finance in HR-, finance- and facility-related tasks, and provides general office support to all other team members.

**Essential Functions:**

- Supports the Director of Finance in the day-to-day management of the facility and the organization to ensure smooth daily operations
- Staffs the reception area, the main phone line, and the general email to ensure all parties making contact with CEDS are made to feel welcome, and their inquiry is managed efficiently and kindly
- Supports the entire team by managing projects and tasks, and coordinating outreach activities

**GENERAL OFFICE SUPPORT**

- Creates a welcoming environment for all guests to the CEDS office, ensuring all inquiries and communications are managed kindly and efficiently
- Maintains inventory of supplies, loan applications, and marketing materials, and ensures office equipment is in good working order
- Schedules team meetings and coordinates scheduling with outside vendors for presentations and informational sessions for the team
- Files financial documents and maintains all files in good order
- Makes bank deposits, mails bill payments, and manages other correspondence as requested
- Assists with the maintenance of audit related files and documentation throughout the year
- Manages administrative tasks and projects at the discretion of the Director of Finance

## **INVESTMENT TEAM SUPPORT**

- Schedules client intakes with investment officers
- Provides exceptional service to clients who walk in or make phone or email contact with CEDS, accepts and routes loan applications and associated documentation to investment officers

## **PORTFOLIO MANAGEMENT TEAM SUPPORT**

- Maintains the loan file library and enforces the use of proper procedures for staff to access files
- Files original loan documents
- Accepts loan payments and provides receipts to borrowers following established procedures

## **RESOURCE SUPPORT**

- Coordinates IT support with outside vendor
- Ensures all staff members have appropriate supplies including business cards
- Assists new hires with physical and technology resources including setting up new workstations and coordinating calendar invitations for onboarding and training events

## **OTHER DUTIES**

Performs other duties as assigned by direct supervisor and Executive Director

## **Qualifications and Essential Skills:**

The ideal applicant will have a proven history of exceptional client service skills, experience working successfully with multi-cultural populations, and a “can-do” attitude towards problem-solving and client assistance.

Other qualifications include:

- 1-2 years in a professional business environment
- Proficiency with Word and Excel and a fearless attitude towards technology
- Strong organizational skills
- Attention to detail and the ability to follow detailed directions and instructions
- Ability to speak more than one language strongly preferred
- Ability to work effectively in a team and can operate independently as tasks require

This position will be performed in an office setting, during regular business hours, and requires the ability to sit and stand at a desk, communicate in a professional manner in person, by telephone, and using email with clients whose first language may not be English, and operate standard office equipment, such as telephones and computers.

## **Salary & Benefits:**

- Hiring range \$17-\$20/hour
- Annual performance-based bonus
- Training and professional development stipend
- Competitive health, dental, and vision benefits, a Flexible Spending Account, 403(b) retirement plan with employer match, and generous paid time off and holiday policies

**How to Apply:**

Candidates should submit their resume and a cover letter that addresses the responsibilities and qualifications listed above to [HR@CEDSFinance.org](mailto:HR@CEDSFinance.org) with the text "Operations Associate" in the subject line

*CEDS Finance provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, creed, color, national origin, sex, sexual orientation, gender identity and expression, marital status, religion, ancestry, mental or physical handicap, or age. In addition to federal law requirements, CEDS complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.*