



Position Title: Admin Services Associate
Status: Regular Full-time, Non-Exempt
Reports to: Supervisor, Administrative Services
Location: Oakland, CA

Self-Help Federal Credit Union (SHFCU) is part of a family of nonprofit organizations whose mission is to create and protect ownership and economic opportunity for all. We are a \$680 million CDFI dedicated to providing sustainable loans and responsible financial products for people of modest means, and are one of the fastest growing community development credit unions in the nation.

SHFCU is currently undergoing dynamic growth in its retail credit union operations in California and in Illinois, and we are seeking an Administrative Services Associate to work out of our Oakland office under the direction of the Admin Services Supervisor. This is a hands-on role where your efforts have a meaningful impact on the growth goals of the organization.

Position Summary

He/she will provide the highest level of customer service and support to all internal staff, ensuring effective and efficient operations. He/she will serve as back up to Supervisor, Administrative Services on any assignment, as needed, including support for event coordination. Primary responsibilities include performing general clerical and administrative, customer service, and travel support to SHFCU staff as well as CRL staff in CA. He/she will support the Supervisor, Administrative Services in providing event coordination as needed.

Responsibilities:

Travel

- Lead in providing Travel support to organization. This will include serving as the Concur travel administrator for SHFCU, working in conjunction with the Travel Logistics Lead, the National travel administrator for the organization. Troubleshoot all vendor issues/problems.
- Provide quick, efficient and accurate travel related support to staff including answering all travel related questions, resolving discrepancies, processing conference registrations, updating individual travel profiles, maintenance of Self-Help travel database and other travel related activities, as needed.
- Assist with the management of company cars and related maintenance records. Ensure staff members are aware of travel policies and procedures on a regular basis. Work closely with the Accounting/Finance teams to provide support with the corporate credit

card reconciliation program. Coordinate staff travel needs and payments via travel management company (TMC) and automated booking systems.

- Provide support in obtaining quotes, developing/implementing feedback strategies regarding services, commuter benefit program, and other areas as assigned.

Administrative:

- Provide support for internal staff on special projects, conference calls and use of teleconferencing tools.
- Ensures sufficient inventory of office supplies for staff and maintains the front office and other public areas in a neat and orderly condition.
- Maintain logs in shared file system of items delivered from external vendors, customers, and members.
- Provide reception duties for the Oakland office (1970)
- Coordinate internal mail needs including collection, sorting and distribution of mail, execution of mailings for Operations, and signs and tracks all packages arriving to organization.
- Ensure access to secured offices is handled as needed.

Event

- Support the Supervisor, Administrative Services with event coordination needs, when necessary.

Other

- Assist with special projects and other duties as assigned and necessary.
- Such projects may include assisting with research, preparing written documentation, presentations, meeting/event coordination, catering, data entry, filing, scanning, and other assignments as needed.
- Remains knowledgeable of building security procedures and business continuity plans at all times. Responds quickly and effectively to various situations including crisis situations and potentially hostile situations.

Requirements

- High school diploma or equivalent and minimum of one (1) to three (3) years of customer service or administrative support experience.
- Prior experience supporting travel preferred.

Knowledge, Skill, and Ability

- Strong commitment to social justice, immigrant rights, and economic justice
- Strong commitment to our mission – creating economic opportunity for traditionally underserved communities.
- Strong understanding of cultural competency
- Preference for working in organizations that place priority on teamwork and collaboration

- Demonstrate Self-Help's corporate competencies:
 - Mission and Values
 - Standards of Excellence
 - Teamwork and Collaboration
 - Initiative and Follow-Through
 - Customer Focus
 - Communication
- Working knowledge of MS Outlook, Word, Excel and PowerPoint. Working knowledge of Adobe, preferred.
- Excellent interpersonal skills; ability to communicate clearly and effectively both orally and in writing.
- Knowledge of administrative and clerical procedures and systems, managing files and records, designing forms, and other offices procedures and terminology.
- Keen attention to detail.
- Ability to effectively plan and organize work.
- Ability to handle multiple, and changing, priorities while meeting deadlines, as needed.
- Ability to maintain composure during stressful periods or in critical situations.

Physical Requirements/Work Environment

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Close vision is required.
- The employee is regularly required to: walk and stand; use hands to finger, handle or feel; type and use a keyboard; talk and/or hear; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 10 pounds.

About Self-Help Federal:

Self-Help Federal Credit Union was chartered in 2008 to build a network of branches that serve working families and underserved communities. With 17 branches in California, 9 branches in Illinois, 2 branches in Florida, and 1 branch in Wisconsin, approximately \$1 billion in assets, and serving more than 77,000 members, Self-Help Federal is one of the fastest-growing low-income designated credit unions in the country. It is part of the national Self-Help family of non-profit organizations whose collective mission is to create and protect ownership and economic opportunity for all. For 38 years, the Center for Community Self-Help and its affiliates have provided \$7.9 billion in financing to help over 146,000 low-wealth borrowers buy homes, start and build businesses, and strengthen community resources. For more information, go to www.self-helpfcu.org and www.self-help.org.

Compensation:

Competitive nonprofit salary, based on experience, plus a generous benefits package that includes health, dental, life insurance, flexible spending plan, retirement plan, and paid parental leave.

Please apply to our Human Resources Department:

Interested individuals please send a resume and cover letter to cahiringmanager@self-helpfcu.org and reference this job, **Administrative Services Associate** in the subject line of your message.

We are an equal opportunity employer:

SHFCU is committed to providing equal employment opportunities to all persons regardless of race, color, class, age, religion (and lack thereof), disability that can reasonably be accommodated, marital status (including domestic partner status), ancestry, nationality, national origin, family status, sex (including pregnancy, childbirth, and related medical conditions), other medical condition (physical or mental), AIDS/HIV status, genetic information, sexual identity, gender identification (including transgender status), sexual orientation, and veteran status.