

MARY MACKILLOP *today*

POSITION DESCRIPTION

Position Title: Loans Administration Officer

Reports to: The Microfinance Team Leader

Location: Bathurst, NSW

About Mary MacKillop Today

Mary MacKillop Today seeks to transform lives for self-determination through access to education and the learning of practical life skills with communities across the world. Just as Mary MacKillop did over a century ago, Mary MacKillop Today will help the poorest of the poor wherever they are and regardless of their faith, ethnicity or gender by supporting development projects overseas, scholarships to First Nations Australians and the provision of small low interest and no interest loans in rural Australia.

Mary MacKillop Today is a ministry of the Sisters of Saint Joseph and we work in the spirit of Saint Mary MacKillop and the Rev Julian Tenison Woods, inspired by their faith, legacy and grounded practical work. Mary MacKillop Today is directly responsible for program design, implementation, monitoring and evaluation of all our projects and is a signatory of the Australian Council for International Development's code of conduct. As a consequence, we have a high degree of accountability and transparency. Mary MacKillop Today is committed to protecting the rights of children in all areas we work around the world.

About the Role

The Loans Administration Officer supports the delivery of the No Interest Loans Scheme (NILS) in partnership with Good Shepherd Microfinance. The Loans Administration Officer will be responsible for all administrative tasks involved in managing the loans process once loan applications have been assessed, as well as establishing and maintain relationships with our clients.

Key Responsibilities

- Meet the agreed loan program targets and manage all loan enquiries
- Administration and management of loan applications including establishing loans in the Loans Management Software System
- Loans maintenance, including arranging loan funding and setting up repayment arrangements and Centrepay

- Promoting microfinance services and financial inclusion in the community
- Work within the ethos of Mary MacKillop Today thus supporting its strong commitment to social justice.

General Duties

Manage loans enquiries

- Respond to and record initial enquiries
- Provide advice about loan options
- Refer clients to Client Support Officers

Administration/Management of loan applications

- Contact customers via phone and/or letter to advise outcome of application
- Contact retailers to confirm successful quotes and advise details
- Issue cheques/direct credits and arrange for an authorised signatory to counter sign/authorise them (This can involve the Loan Administration Officer travelling to the signatory or the signatory can attend the office)
- Ensure clients are aware of their rights, obligations and details of how the loan will operate
- Create Loan File and load details into NILS database/Loan Management System
- Load Centrepay deductions via the Centrelink Business Portal.

Loan Maintenance

- Download Centrepay Reports
- Issue receipts for any cash payments made by clients
- Ensure all loan repayments are coded into the database/loan management system on a regular basis
- Reconcile database to Bank Statements at the end of each week and complete all reporting requirements
- Monitor loans and follow up with clients on any arrears
- Issue six monthly statements in conjunction with newsletters
- Issue required documentation to client/s when loans are fully repaid

Reporting

- Provide timely reports as required by all internal and external stakeholders
- Provide monthly statistical reports to the Team Leader
- Provide any additional reports as required by Mary MacKillop Today

Team requirements

- Attend external meetings and training days as directed by the Team Leader
- Attend Mary MacKillop Today staff meetings in Bathurst
- Provide appropriate support and training to volunteers and subordinate staff members

Compliance

- Compliance with and observance of all current Mary MacKillop Today Policies, Procedures and Practices including our Child Safeguarding Policy
- Compliance with all relevant WH&S Policies and Procedures

The Employer reserves the right to vary this position description in response to its changing needs.

Selection Criteria

- Ability to work within and contribute to the Mission and Values of Mary MacKillop Today
- Relevant qualifications or experience in microfinance, administration or community development
- Demonstrated knowledge & understanding of the needs of people on a low income
- Highly developed organisational skills and a demonstrated capacity to work flexibly and independently within tight timelines.
- High level of computer literacy, including experience with database and spreadsheet software.
- Compliance with our Child Safeguarding Policy and willingness to undergo a criminal record check.

General Information

For inquiries and an information package contact Anita Ph. 02 6337 2538 Monday to Friday between 9-2pm or visit www.marymackilloptoday.org.au.

Applications close 4pm, Friday 21st June 2019