



**POSITION ANNOUNCEMENT**  
**Consumer Credit Counselor – Loan Team**  
**August 1, 2019**

Family Service of the Piedmont is a not for profit agency whose mission is to promote healthy lives and relationships for children, families and individuals, through early intervention, treatment and support in times of crisis or transition.

The agency is seeking a **Consumer Credit Counselor – Loan Team** to promote and write applications for assistance and loans in our 6 county service area, for programs being offered through CCCS. This involves travel through the service area, establishing and maintaining referral relationships, and being the primary contact for potential client borrowers. The position requires certifications be earned and maintained. Some education and counseling may be involved and take place in-person, different branch locations, by telephone, by internet or by mail. Some evening or weekend events may also be involved, perform community education and be willing to travel between offices as deemed necessary.

**Responsibilities:**

1. Establishes and maintains client referral relationships with outside agencies, partners, and internal staff.
2. Promotes the assistance and loan programs through effective outreach and marketing in an effort to meet and exceed prior agreed to goals.
3. Obtain and maintain certifications for loan packaging, credit counseling, housing counseling, and any other certifications deemed necessary by management.
4. Keep up to date on assistance and loan guidelines, as well as contractual obligations.
5. Adheres to confidentiality in the performance of all assignments.
6. Maintain a volume and quality level sufficient to maximize funding where applicable.
7. Determines client eligibility and works with the client to create a complete and accurate application package for submission.
8. Responds in a timely manner to any and all information requests or clarifications concerning applications in processing.
9. Oversees the applications from submission through to closing.
10. Report on activities, outputs, and outcomes as determined by management.
11. Maintains complete, accurate, and up to date case information requirements both in paper form and electronically in the client management system as directed by management.
12. Strictly adheres to agency confidentiality and client security policies.
13. Treat other Loan Team members in a supportive, considerate, and professional manner in order to maintain team moral and cohesiveness.
14. Makes internal client referrals for counseling, coaching, education, or other division's services as appropriate.
15. Promotes a positive image of the agency by understanding program services and shall promote the agency whenever given an opportunity to do so. Conducts him/herself according to a professional code of ethics. Assures quality service by knowing and enforcing rules, regulations and legal requirements.
16. Provides community presentations in all relevant areas of the consumer credit field.
17. Maintains active professional interest in the consumer credit field; attends selected seminars, conferences, workshops, etc. to increase knowledge and expertise in the primary areas of performance responsibility; share new information with staff and incorporate new approaches into practice with supervisory approval.
18. Performs other duties as assigned.

**Qualifications:**

1. The ability to respond appropriately to the cultural differences present among the organization's service population and staff is required.
2. Ability to work in partnership with other team members.
3. Ability to forge a mutually respectful partnership with persons served and their families in which they are helped to gain the skills and confidence to address any issues and problems they face.
4. Conviction about the capacity of people to grow and change.
5. Ability to set limits and maintain the helping role of the practitioner and to intervene appropriately to meet the needs of the persons served or other family members.
6. One to two years' experience in some phase of budgeting, counseling, human services or the credit granting/debt collection industry. A Bachelor degree from an accredited school with a major in social work, psychology, finance, business administration or related field is preferred. Bi-lingual a plus.

Send resume and letter to:  
Human Resources  
Family Service of the Piedmont  
902 Bonner Drive  
Jamestown, NC 27282

**FAMILY SERVICE OF THE PIEDMONT IS AN EQUAL OPPORTUNITY EMPLOYER**