

Position Announcement

Program Officer

Want to make a difference? Join the award winning team at Hope Credit Union (HOPE), one of the nation's leading community development organizations. For over 20 years, HOPE has been improving lives by helping entrepreneurs, homebuyers, families and communities become more financially secure. Since 1994, HOPE has generated more than \$2 billion in financing and assisted over 650,000 people across the Mid South.

Job Summary

The Program Officer is responsible for a variety of duties including membership outreach to community organizations, churches, and employers; developing partnerships with groups that can provide business outcomes with HOPE's financial products and services; credit counseling and homebuyer training to HOPE customers. Work requires considerable judgment and creativity in organization and time management. Duties include a high level of external and internal public contact, management of varied partnerships, strong composition and editing of varied written materials. Confidentiality is involved, and sensitive situations may be handled. This position is located in the Little Rock, AR area.

Essential Duties and Functions

- Contact local employers, nonprofits, faith-based groups and their employees/constituents to connect with HOPE's financial products and services
- Establish partnerships with groups that provide financial counseling, homebuyer education, and other related technical assistance services
- Network with community organizations, churches, and employers
- Conduct new member orientation at partner organizations
- Manage partner relationships
- Recruit and manage network of financial/homebuyer education providers
- Participate in community efforts (e.g., Volunteer Income Tax Assistance site, Individual Development Account programs, etc.) with key partner organizations
- Track production of HAN sites and make recommendations on site viability
- Provide excellent customer service

Competencies/Skills

- Business or consumer lending skills
- Self-starter and capable of forming relationships and networking with community members/leaders
- Working knowledge of word processor, spreadsheet, other PC applications, or mainframe applications to produce non-standard, creative products
- Ability to read and interpret documents, write routine reports and correspondence
- Ability to speak effectively before groups of customers and employees of the organization
- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals
- Ability to compute rate, ratio, percent, and interpret data
- Ability to apply commonsense understanding to carry out detailed but uninvolved written or oral instructions
- Ability to deal with problems involving a few concrete variables in standardized situations
- Ability to form relationships and network with community members and other leaders
- Excellent customer service skills

Better Banking. Better Lives.

Hope Credit Union is an equal opportunity employer.

- Ability to work occasionally on weekends and after hours

Preferred Education and Experience

- Bachelor's degree, business concentration preferred
- At least three years of experience and/or training or equivalent combination of education and experience in a related field
- Experience in business development, community building, or economic development

HOPE offers a competitive salary and comprehensive benefits package. Visit www.hopecu.org to learn more about our organization. Qualified candidates may submit a resume to hr@hope-ec.org.

Hope is an Equal Employment Opportunity Employer