

## CARE COORDINATOR & EXECUTIVE ASSISTANT

### JOB DESCRIPTION

AltCap is a local leader in equitable lending and ally to underestimated entrepreneurs. We pair financing expertise and on-the-ground advocacy to give small business owners access to the affordable, patient capital they need to start, grow, and thrive. Our lending is not a handout, it is a community and economic catalyst. By igniting the entrepreneurship potential that traditional lenders may overlook, we empower entrepreneurs throughout our communities to build a more inclusive, vibrant local economy.

Reporting to the Vice President of Operations, the Care Coordinator & Executive Assistant will be responsible for providing exceptional administrative support to ensure the smooth operation of the office and the highest level of care for our staff, applicants, and borrowers. This dynamic role will involve managing applicant interactions, coordinating appointments and meetings, maintaining office records, and assisting with special projects as needed. Additionally, the Care Coordinator & Executive Assistant will play a vital role in fostering positive relationships with borrowers, partners, and team members, embodying our commitment to excellence in VIP Care and operational efficiency.

### RESPONSIBILITIES

#### Care Coordinator:

- Warmly greet and welcome visitors, applicants, borrowers, and staff with professionalism and courtesy.
- Answer, screen, and forward incoming calls in a timely and professional manner.
- Assist with various administrative tasks, including mail sorting and distribution, filing, and data entry.
- Maintain cleanliness and organization of the office and shared-use spaces.
- Serve as the initial point of contact for applicants and borrowers, providing exceptional service and support throughout the loan application and servicing process.
- Assist applicants and borrowers with inquiries ensuring a positive experience and timely issue resolution.
- Build and maintain positive relationships with applicants, borrowers, and internal stakeholders, fostering trust and confidence in AltCap's services.
- Maintain accurate and up-to-date records in AltCap's Salesforce system, documenting interactions with applicants, borrowers, and internal stakeholders.
- Collaborate with cross-functional teams to streamline workflows, improve communication, and optimize the overall applicant and borrower experience.
- Maintain organized filing systems to ensure easy access to important documents and information.



#### AltCap

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[www.altcap.org](http://www.altcap.org)

Executive Assistant:

- Schedule and coordinate meetings, appointments, and travel for the Executive Leadership team.
- Anticipate and proactively address scheduling conflicts and prioritize appointments.
- Screen and direct incoming calls, emails, and correspondence.
- Draft and prepare professional emails, letters, and reports on behalf of the Executive Leadership team.
- Compile data and prepare presentations or reports as requested by the Executive Leadership team.
- Prepare meeting agendas, materials, and presentations, ensuring all necessary information is available and distributed in advance.
- Coordinate and schedule events and networking opportunities to facilitate relationship-building activities.

## **QUALIFICATIONS**

- Commitment to AltCap's mission of promoting economic opportunity for underserved communities.
- High school diploma or equivalent.
- Experience in customer service, client relations, and/or administrative support roles.
- Bilingual proficiency in English and Spanish is a plus.
- Strong organizational skills and attention to detail.
- Professional appearance and demeanor.
- Proven ability to manage multiple priorities and meet deadlines.
- Excellent verbal and written communication skills.
- Proficient with Microsoft Office suite and Salesforce preferred.
- Adventurous eater.

## **BENEFITS**

- Competitive compensation.
- Health, dental, and vision insurance available on day one.
- HSA, FSA, short-term and long-term disability, and employer-paid life insurance available.
- 401(k) plan available after 6 months with 3% employer contribution.
- Generous PTO and holiday policy including eleven national holidays, day after Thanksgiving, and Christmas to New Year break.

## **TO APPLY**

Join our dynamic team and contribute to our mission of creating positive social impact. The Care Coordinator & Executive Assistant position is a full-time in-office position, Monday – Friday, 8:30 am – 5:00 pm with occasional evening and weekends required. To apply, please email a resume and a cover letter articulating why you think small business lending is important to the economic development of low- to moderate-income communities to Patty Becker, Vice President of Operations at [patty@altcap.org](mailto:patty@altcap.org). Applicants must be authorized to work for any employer in the U.S. We are currently unable to sponsor or take over sponsorship of an employment Visa. AltCap is an Equal Opportunity Employer. We celebrate, support, and thrive on diversity and are committed to creating an inclusive environment for all employees.