

*The highest form of
charity is to help people
help themselves...*



Job Posting: Loan & Administrative Coordinator (Full Time)

Location: Remote (Preference for candidates in the Philadelphia area; see below)

Hours: Approximately 38 hours per week

Compensation: \$57,000

About Us

Hebrew Free Loan Society of Greater Philadelphia (HFL) provides interest-free loans to individuals in Philadelphia and surrounding counties in Pennsylvania and New Jersey. Our mission is to enable individuals and families to improve their lives and achieve financial stability while preserving their dignity. We are guided by the core values of **Community, Dignity, and Hope**, and these values shape every aspect of our interaction with borrowers, volunteers, staff, and partner organizations.

About the Role

HFL is seeking a compassionate, tech-savvy **Loan & Administrative Coordinator** to support our daily operations, fundraising, communications, and loans, including managing the full lifecycle of loan applications for roughly half of our borrowers—from initial inquiry through approval—and to support current borrowers throughout repayment. The ideal candidate communicates with warmth and clarity, manages data meticulously, and brings warmth and professionalism to interactions with borrowers, donors, and volunteers.

This posting describes a full-time position that combines the responsibilities of our Administrative Assistant and Loan Coordinator roles. HFL is also accepting applications for each role as a separate 50% FTE position. Applicants may apply for the full-time combined role or for either of the part-time positions individually. Please see our other job postings for details.

This role is remote with flexible scheduling. Some hours must be worked during regular business hours for client communication and staff meetings, while occasional after-hours availability is helpful. Remaining hours can be completed on a flexible schedule.

Responsibilities

Loan Application Support

- Manage the loan process for approximately half of all applicants.
- Assist borrowers using the online application portal.
- Review all borrower and guarantor materials for accuracy and completeness.
- Communicate through email and phone regularly with applicants about status, requirements, and next steps.
- Coordinate with volunteer board members on application review.
- Schedule loan award meetings with borrowers, guarantors, and board members.

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Loan Servicing

- Maintain accurate records in the loan management system.
- Support current borrowers with questions, documentation, and updates.
- Communicate with delinquent borrowers and guarantors with clarity and compassion.
- Track loan status and maintain detailed notes.

Donor & Communications Support

- Monitor the general email inbox and main phone line.
- Maintain donor records, acknowledgements, and reports in Little Green Light (LGL).
- Create or update donation forms and landing pages.
- Keep Mailchimp contact lists updated and clean.
- Monitor social media accounts for comments/messages needing responses.
- Update simple content on our WordPress site.

Other Duties

- Prepare updates and reports for the Executive Director and Board.
- Ensure all lending data is current and precise.
- Build relationships with local human services providers for referrals and warm hand-offs.
- Serve as a friendly ambassador for HFL in the community.
- Assist the Board and committees with scheduling, materials, and communication.
- Support planning and logistics for events and meetings.
- Identify opportunities to streamline workflows and automate tasks.
- Assist with routine cybersecurity tasks (e.g., training reminders and data cleanup).
- Additional responsibilities as assigned to support HFL's mission.

Qualifications

Must-Have

- Exceptional attention to detail and accuracy.
- Warm, patient, and compassionate communication skills.
- Ability to handle sensitive conversations with empathy and professionalism.
- Strong proficiency with spreadsheets and comfort with technology.
- Integrity and discretion with confidential information.
- Strong organizational skills and ability to manage multiple tasks.
- Strong proficiency with spreadsheets (Excel, Google Sheets, Numbers).
- Comfort learning new software and online tools.
- 3-5 years of related professional experience.
- Alignment with HFL's values of Community, Dignity, and Hope.
- Cultural sensitivity to the Greater Philadelphia Jewish community; prior familiarity helpful but not required.

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Bonus Skills

- Experience in social services, case management, or client support.
- Familiarity with loan servicing or CRM systems (The Mortgage Office, Little Green Light).
- Experience working with diverse populations.
- Interest in community outreach or partnership development.
- Event planning experience.
- Data analysis or reporting.
- Aesthetic/design sense.
- Social media experience.
- Basic HTML or website maintenance.
- Enjoyment of collaborative work.

Work Environment

- 100% remote; must have your own computer and reliable internet.
- Preference for candidates living in our nine-county catchment area.
- Must be able to attend **1-2 in-person meetings per month** in the Philadelphia area.

Benefits

- Two weeks PTO.
- QSEHRA healthcare reimbursement.
- Office closures for all federal holidays and Jewish holidays.

How to Apply

If this sounds like you, we'd love to hear from you! Please complete [the application form](#) and upload your resume. Only candidates who complete the application form will be considered. Applications will be reviewed on a rolling basis until the position is filled.