

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



Job Posting: Loan Coordinator (50% FTE)

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

Hours: Approximately 20 hours per week

Compensation: \$30,000

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, detail-oriented **Loan Coordinator (50% FTE)** to manage 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 patience and empathy to every client interaction.

This position is posted as a 50% FTE role. HFL is also hiring for a 50% FTE Administrative Assistant position, and applicants may apply for either role individually or for a combined full-time position that merges both roles. Please see our other job postings for details.

This role is remote with flexible scheduling. Candidates must be available **8–10 hours per week during regular business hours** for client communication and staff meetings. Some limited after-hours availability is helpful when supporting applicants and volunteers.

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.

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.
- 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.
- 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.

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.
- 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.

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Benefits

- Two weeks PTO, prorated to FTE.
- QSEHRA healthcare reimbursement, prorated to FTE.
- 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.