Loan Operations Manager
Milwaukee Jewish Free Loan Association

Reports To: Executive Director **| Location:** Milwaukee, WI (Hybrid: Remote and Onsite Work)
Position Type: Full-time **| Salary:** $53,000 - $63,000

About Milwaukee Jewish Free Loan Association (MJFLA)
MJFLA has offered interest-free loans to people of all faiths in Southeastern Wisconsin since 2009. Inspired by Jewish values, we empower people with temporary financial needs to achieve their goals. Our revolving loan fund is supported entirely by community donations, with a 99.6% repayment rate; every dollar is lent again. MJFLA is a member of the International Association of Jewish Free Loans.

The Role
We're seeking a compassionate, highly organized Loan Operations Manager to oversee the day-to-day administration of our loan programs. You'll be the main contact for prospective applicants and borrowers, guiding them from first inquiry through closing and repayment, and treating every person with dignity along the way. This role suits someone who handles heavy call and email volume calmly, keeps meticulous records, and enjoys learning new software.

What You'll Do
Borrower support and intake

- Serve as the first point of contact for prospective borrowers: screen applicants, explain eligibility and requirements, and guide them through each step of the process.
- Manage application intake and collect borrower and guarantor documents to ensure complete, accurate files.
- Communicate Loan Committee decisions and updates to applicants.

Loan processing

- Run credit reports and prepare loan summaries for the Loan Committee; coordinate with the committee and Executive Director for timely decisions.
- Prepare promissory notes and ACH forms, and other closing documents; set up borrower accounts, disbursements, and repayment.
- Deposit and record payments, track repayment status, and handle collections with borrowers and guarantors.

Records, reporting, and operations

- Maintain accurate records in our loan management software and CRM, including client interactions, referral sources, and community partners.
- Complete monthly bank reconciliations and basic accounting tasks.

- Produce regular reports on loan activity, repayment rates, and borrower demographics, and summarize borrower survey feedback for use in communications.
- Update the online application, website, and loan processes as needed, and look for ways to streamline workflows.

Community outreach

- Represent MJFLA at community events, workshops, and networking forums.
- Work with the Executive Director to use client data to identify underserved areas and grow our network of partners and applicants, including support with outreach emails.

What You Bring

Required

- 3+ years of experience in administration, program management, banking, nonprofit, financial services, social work, case management, or customer service.
- Strong organization, time management, and attention to detail.
- A compassionate, patient approach to working with people facing financial challenges.
- Excellent written and verbal communication skills.
- Discretion with confidential information.
- Comfort with technology, especially databases, and the ability to learn custom software.
- Ability to work independently and collaborate with staff, board members, and community members.
- Availability for in-person meetings and events in southeastern Wisconsin.
- Ability to pass a criminal background check, as permitted by law.

Nice to have

- Experience with loan processing, banking, economic development, or nonprofit operations.
- Familiarity with QuickBooks, DocuSign, and CRM software.
- Spanish language skills.
- Experience working with diverse populations, volunteers, or nonprofit boards.
- Knowledge of the Milwaukee Jewish community.

Compensation and Benefits:

- $53,000 - $63,000, commensurate with experience.
- Flexible hours and a hybrid schedule.
- Paid holidays (including Jewish holidays, listed at MJFLA.org), vacation/PTO, a health insurance stipend, and professional development opportunities.

How to Apply

For full details and the most current information, visit mjfla.org/careers. Send a resume and cover letter to ak@mjfla.org. Due to capacity, we will contact only candidates whose experience fits the role.

MJFLA is committed to equal employment opportunities regardless of race, color, ancestry, religion, sex, national origin, sexual orientation, age, marital status, disability, or gender identity.