

Financial Empowerment Center Administrative Assistant

The Financial Empowerment Center (FEC) program, operated through Advantage Credit Counseling Service, Inc. (ACCS), in partnership with the City of Pittsburgh and Neighborhood Allies, aims to improve the financial stability of Pittsburgh area residents by providing free, one-on-one, professional financial counseling and education. The FEC is currently operating both virtually and in-person so this position will be partially work-from-home. The Administrative Assistant will report directly to the FEC Program Manager within ACCS.

The Administrative Assistant's primary purpose is to provide support to the program manager and staff. The individual in this position will go through comprehensive training, which will include learning the core components of Cities For Financial Empowerment (CFE) and the FEC, FECBot (Salesforce), customer service skills and develop an understanding of financial wellness and literacy.

Responsibilities

Duties shall include, but are not limited to:

- Work with manager and staff to answer all referral requests.
- Provide support for counselors as needed
- Responsible for compiling data for external partner reports
- Maintain social media presence
- Create and send FEC Newsletter
- Organize and update all FEC resource materials
- Other duties as assigned by FEC Program Manager

Requirements

- Associate's degree (preferred) from an accredited college or university, or equivalent work experience
- Experience in customer service or social work

Essential Skills

- Knowledgeable about credit, debt, and general money management; savings and investment options; and safe financial products and services
- Excellent interpersonal skills and the ability to work independently
- Strong communication and organizational skills
- Working knowledge of Salesforce, Microsoft 365
- Available to work occasional evenings or weekends
- Ability to use or willingness/capacity to learn a client management database
- Comfortability with remote applications and service delivery (e.g. video conferencing and other platforms to communicate remotely)
- Comfortability using social media platforms such as Instagram and Facebook
- Bilingual applicants are of interest for this position. Priority languages include Spanish, Nepali, and Swahili