



## POSITION OPENING

**Position:** Administrative Specialist

**Location:** Fresno, CA

### **Areas of Responsibility:**

The Administrative Specialist greets external and internal customers and provides administrative support to the Credit Support, Loan Accounting and Loan Documentation departments within the Association. This position is in the Administrative Services Unit and reports directly to the Chief Administrative Officer. Responsibilities include:

#### Front Desk Customer Service and Administrative

1. Serve as the primary point of contact for greeting and assisting internal and external customers, maintaining a professional reception area.
2. Manage phone calls, including screening and accurate transferring.
3. Handle daily attendance, vendor logs, and ensure timely mail processing.
4. Monitors incoming and outgoing guests to ensure only authorized individuals obtain access to the office.
5. Assist in maintaining security protocols, monitoring parking lots, and managing incident reports.
6. Order and verify office supplies, maintaining close communication with suppliers and the Fiscal department.

#### Loan Accounting, Credit and Loan Documentation Support

1. Support Loan Accounting, Credit, and Loan Documentation departments through tasks such as processing requests, scanning documents, and maintaining organized files.
2. Other duties may include ordering preliminary reports from title companies, reviewing UCC filings and post searches.
3. Facilitates distribution of documents from external parties to internal customers.

### **Knowledge, Skills, and Abilities:**

1. Outstanding customer service skills to promote and support a service-oriented culture.
2. The ability to communicate complicated information, interact professionally, and exceed customer expectations.
3. Proficient in Microsoft Word, Excel, Access, and Outlook.
4. Working knowledge of common office practices, procedures, and equipment.



5. Demonstrated ability to get results in a team setting, and in working with others in various customer service skills; capable of consistently delivering results that focus on identified internal and external customer needs.
6. The ability to organize material and information in a systematic way to optimize efficiency.
7. Adept at working independently.
8. A talent for writing grammatically correct business correspondence.

### **Minimum Qualifications:**

- ❖ At least 3 years receptionist experience (public serving/facing) or general accounting experience.
  - ❖ High school diploma.
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### **ABOUT US**

Established in 1917, Fresno Madera Farm Credit, headquartered in Fresno, provides quality credit and financial services in California's Central Valley. Our mission is to provide access to credit and related services to farmers and ranchers in our region. As an efficient organization, FMFC delivers quality service with people that are passionate about creating the best possible customer experience for the generations of farmers and ranchers that we proudly serve. Fresno Madera Farm Credit offers competitive compensation packages and excellent benefit programs. We have a team-driven, performance-focused culture, with a strong focus on customer service, and fulfilling our mission to agriculture.

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### **Salary: DOE**

*Minimum - \$40,430 Maximum - \$58,912*

**Submit cover letter and resume by email to [HRDept@fmfarmcredit.com](mailto:HRDept@fmfarmcredit.com). Contact Renee Getty at (559) 277-7000 for questions and additional information.**

**Visit [www.fmfarmcredit.com](http://www.fmfarmcredit.com) for more information about the California Consumer Privacy Act.**

