



POSITION OPENING

POSITION: Operations Assistant

Location: Madera, CA

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.

JOB DESCRIPTION

Fresno Madera Farm Credit is searching for a self-motivated highly driven individual to join our fast-paced team environment. The Operations Assistant must have the ability to multitask and project confidence while maintaining a courteous and positive attitude toward others. This position reports to the Credit Supervisor at our Madera branch.

1. Maintains electronic files, scans, and files incoming documents electronically.
2. Prepares a monthly listing of follow-up items for the loan officers.
3. Tracks insurance documentation and exceptions, including follow up on receipt of customer information and removal of audit exceptions.
4. Maintains an incoming check log and prepares deposits via remote deposit system.
5. Scans checks and deposit slips to the Loan Accounting Department while ensuring all deadlines are met.
6. Answers and transfers telephone calls and provides information as appropriate.
7. Provides support to the Credit Support and Loan Documentation teams on recurring tasks, as assigned.
8. Prepares courier items and sorts and distributes incoming and outgoing mail.
9. Orders supplies and makes sure all necessary items are kept in stock.
10. Ensures the organization of the front desk and the entire reception areas, as this is the first impression of our customers.
11. Composes and prepares specialized forms and documents following a standardized format.

KNOWLEDGE, SKILLS, AND ABILITIES

1. Outstanding customer service skills to promote and support a service-oriented culture.
2. Functional skills with Microsoft Office Suite including Word, Excel, and Outlook.
3. Ongoing interest in skill refinement, and interest in learning.
4. Demonstrated ability to get results in a team setting, and in working with others in various functions and disciplines. These abilities must include strong customer service skills; capable of consistently delivering results that focus on identified internal and external customer needs.





MINIMUM QUALIFICATIONS

- ❖ At least 1 year of post-high school education with emphasis on business administration, or related field.
- ❖ Minimum 3 years of receptionist or administrative experience; OR an equivalent combination of education and experience sufficient to perform the essential functions of the job.

To be considered for this position, please send a cover letter and resume by email to 676HRDept@fmfarmcredit.com. If you have any questions, please contact Christi Divine at (559) 277-7000.

DISTRIBUTION: Internal Posting
FINAL FILING DATE Open until filled.

DATE: October 18, 2021

Visit www.fmfarmcredit.com for more information about the California Consumer Privacy Act.

