



**Strengthening
nonprofits and
the communities
they serve.**

Sharing a mission of change
SINCE 1988 CELEBRATING 30 YEARS

Illinois

333 South Wabash Ave.
Suite 2800
Chicago, IL 60604
312 629 0060

Indiana

The Platform
202 East Market St.
Indianapolis, IN 46204
317 860 6900

Michigan

3011 West Grand Blvd.
Suite 1715
Detroit, MI 48202
313 309 7825

Missouri

911 Washington Ave.
Suite 203
St. Louis, MO 63101
314 588 8840

3105 Gillham Road
Kansas City, MO 64109
816 335 4200

Ohio

500 South Front St.
Suite 125
Columbus, OH 43215
614 484 1811

Wisconsin

215 North Water St.
Suite 225
Milwaukee, WI 53202
414 563 1100

IFF

Position Description

Title:	Office Coordinator-Eastern Region
Reports to:	Executive Director
Department:	Eastern Region

The Organization

IFF is a mission-driven lender, real estate consultant, and developer that helps communities thrive by creating opportunities for low-income communities and people with disabilities. Key to our success has been a deep sense of purpose, a broad perspective, and a relentless focus on achieving positive results. Social return can coincide with financial return.

Across the Midwest, we help clients from every sector, including human service agencies, health centers, schools, housing developers, and grocery stores. Our staff of nearly 100 professionals works from our Chicago headquarters, and we also serve the Midwest from six regional offices: Indianapolis, IN; Detroit, MI; St. Louis, MO; Kansas City, MO; Columbus, OH; and Milwaukee, WI.

IFF is a Community Development Financial Institution (CDFI) certified by the U.S. Department of the Treasury. We are the largest nonprofit CDFI in the Midwest and one of only a few nationally to earn the AERIS five-star, triple-A, policy-plus rating. Since 1988, we have made more than \$1 billion in loans, leveraged \$2.3 billion in community investments, and grown our total managed assets to \$606 million.

Basic Job Function

This position is targeted for individuals interested in the nonprofit financial or real estate industries. The Office Coordinator provides administrative and technology support to IFF’s Eastern Region office (Detroit Office). This includes data coordination, report design and generation, preparation and distribution of



Strengthening
nonprofits and
the communities
they serve.

Sharing a mission of change
SINCE 1988 CELEBRATING 30 YEARS

marketing, presentation materials, arranging meetings, correspondence and filing, contract and invoice coordination, handling telephone, electronic, and in-person communications and making travel arrangements.

Job Duties and Responsibilities:

1. Organizes and supports staff in Eastern Region office including, but not limited to: file preparation, organization of staff meetings, technical assistance, database maintenance, editing and mailing correspondence, management of calendar, and occasional conference and travel arrangements. Develops and distributes report information as requested. Maintains office supply inventory and orders supplies as needed.
2. Collects, edits, enters and verifies original data and maintains assigned computer data bases, including monitoring systems and contact management. Develops, prepares, and distributes system reports to provide accurate and timely information to users.
3. Supports loan underwriting process as directed.
4. Supports asset management on office logistics, managing of parking account and interfacing with building management on maintenance and cleaning needs. Keeps Detroit staff up to date on building announcements.
5. Organizes implementation of presentations and marketing events, including meeting arrangements, coordinating involved parties and preparing presentation materials. Works in coordination with other staff outside assigned departments.
6. Handles general communications between departments and with staff. Contacts clients for specific inquiries as needed and/or routes calls and emails to the appropriate party for response.
7. Creates and edits professional Power Point presentations, using Excel graphs, charts, and text.
8. Schedules and attends internal meetings. Handles all conference room preparations, including food/drink set-up and conference



Strengthening
nonprofits and
the communities
they serve.

Sharing a mission of change
SINCE 1988 CELEBRATING 30 YEARS

line/videoconference set-up. Takes, writes and distributes minutes, if required.

9. Collects, codes and delivers expense receipts to Accounting Department. Handles departmental invoices, check requests and other financial functions, as directed.
10. Supports talent management in the onboarding for new Eastern Region staff.
11. Supports staff with outreach, communication, and coordination for programs such as the Stronger Nonprofit Initiative and Learning Spaces.
12. Manages reporting for Eastern Region sponsorships and memberships.
13. Provides and participates in general administrative duties as needed.
14. Maintains and develops required job knowledge and skills and core professional competencies. Attends and participates in required educational programs and staff meetings.
15. Performs other duties as assigned.

Performance Measures:

1. Timely and effective performance of daily internal and external communication with IFF staff and clients.
2. High quality and accurate work product.
3. Efficient use of time and ability to manage multiple projects.
4. Timely completion of all work.
5. Maintenance of all files, contacts, reports and systems in a timely and accurate manner to assure ready retrieval of information.



Strengthening
nonprofits and
the communities
they serve.

Sharing a mission of change
SINCE 1988 CELEBRATING 30 YEARS

6. High level of initiative on projects and day to day work.
7. Cultivates a culture of openness in information sharing. Encourages open communication, cooperation, and the sharing of knowledge.
8. Models personal accountability that promotes ownership and engagement.
9. Builds and maintains effective working relationships with colleagues, peers and team members.
10. Values and supports differences in others, contributing to an inclusive work environment. Demonstrates the ability and willingness to communicate effectively with people of diverse backgrounds and experiences to create a collaborative, collegial, and caring community.

Position Qualifications:

Education: Bachelor's Degree or equivalent combination of education and/or experience required.

Previous Experience: Minimum of two years of relevant administrative experience, preferably in a similar position.

Special Knowledge & Skills:

1. Ability to manage multiple tasks and prioritize among them.
2. Ability to understand and manage complex information and projects.
3. High level of experience in computer technology including, PowerPoint, Excel, Word and the ability to manage integration among various computer programs.
4. Good organizational skills and attention to detail.
5. Good verbal and written communication skills.



Strengthening
nonprofits and
the communities
they serve.

Sharing a mission of change
SINCE 1988 CELEBRATING 30 YEARS

Unusual Requirements: Limited travel throughout the assigned region; Occasional evening and weekend work.

Application Instructions: Please submit a cover letter, resume and salary requirements to careers@iff.org with “Office Coordinator-Eastern Region” in the subject line.

IFF values equity, diversity and inclusion as part of its mission to strengthen nonprofits and the communities they serve. IFF is an equal opportunity employer.