



Title: Bureau Services Specialist

Type: Full Time Non-Exempt

Reports to: Chief Technical Officer

Position Summary: As part of the Bureau Services team, the Bureau Services Specialist works to support CBA's membership by helping them set up with bureau products and providing them with expert ongoing technical assistance. The Bureau Services Specialist also assists the Chief Technical Officer, Chief Program Officer, and Data and Technology Specialist with data collection to support special projects and research.

Essential Duties:

1. Bureau Services (85%)

- a. Providing expert technical support
 - Assists the Chief Technical Officer with Metro2 monthly data submissions, sending reminders to Reporter members, reviewing and tracking Member files, and following up to provide technical assistance as necessary.
 - Manages eOSCAR queues to monitor consumer credit disputes for CBA members and confirm or correct data by contacting and verifying information with Reporter members.
- b. Onboarding new and existing leads for CBA's services
 - Assists the Chief Technical Officer, Manager, Technical Training and Projects, Manager, Member Relations, and other Bureau Services Specialists with on-boarding new and existing leads for CBA services including:
 - Preparing bureau application packages and providing technical assistance during setup for any CBA core services.
- c. Integrating New Bureau Services
 - With support from the Chief Program Officer and Chief Technical Officer, works to integrate new bureau products and services into the Bureau Services team workflow, including but not limited to new partnerships for consumer data reports.

2. Support for special projects and expanding membership 10%

- a. Attends conferences in the industry, both in DC and in other cities.
 - Supports CBA exhibit booths to introduce new nonprofits to CBA's services, as necessary.
 - Follows up on leads generated from conferences in collaboration with the Manager, Member Relations.
- b. Supports Training Institute and Manager, Technical Training and Projects with new projects based on experience, skill, and availability.
- c. Supports the Chief Executive Officer, Chief Program Officer, and Chief Technical Officer with data collection and tracking of member outcomes and program impact.

3. Other duties as necessary: 5%

Qualifications and Essential Skills

Required

- High degree of integrity, strong leadership, analytical, and problem-solving skills.
- Excellent written and verbal communication skills, and customer service experience.
- High attention to detail and strong ownership of quality work product.
- Comfort with a fast-paced work environment, multitasking, and large amounts of data or information.
- Passion for CBA's mission, with a commitment to helping community development organizations open doors for low-income individuals to build credit and gain improved financial access.
- Travel required (approx. 5% domestic as feasible).
- Computer Skills: Because CBA is a fast-paced organization with staff located at our DC headquarters and remotely across the country, we rely on cloud-based software including Office 365, SharePoint, Teams, Slack, Zoom, and other platforms to communicate and work collaboratively. Proficiency with computers and these or similar systems/platforms or the ability to get up to speed with them quickly is essential.

Desirable

- Experience with Metro2 reporting and/or software.
- Experience in financial asset building/financial services/financial capability or related field.
- 1-2 years of work experience and/or undergraduate degree in relevant field.
- Previous experience learning complex rules and manuals a plus.
- Ability to thrive in a highly collaborative environment.
- Knowledge of Salesforce a plus.

Location: This position is based in Washington, DC. Due to the pandemic, all staff are currently working remotely with a return to the office planned for late summer/early fall 2021.

Salary & Benefits: \$45,000 - \$55,000

CBA offers competitive health, dental, and vision benefits, short- and long-term disability, a Flexible Spending Account, 403(b) retirement savings-plan with employer match, and generous paid time off and holiday policies.

Equal Opportunity Employer: CBA is an equal opportunity employer. We celebrate the diversity and lived experiences of our community and are committed to creating an inclusive environment for all employees. Qualified persons are encouraged to apply regardless of their race, color, religion, sexual orientation, gender identity or expression, age, national origin, marital status, disability, veteran status, or record of arrest or conviction.

How to Apply: For full consideration, candidates should provide a resume and cover letter that addresses the responsibilities and qualifications described above and submitted by email to careers@creditbuildersalliance.org. Please include the job title "Bureau Services Specialist " in the subject of your email. We will begin reviewing applications by June 30, 2021.

About CBA

CBA is an innovative national nonprofit network dedicated to building the capacity of a diverse and growing network of hundreds of nonprofits (CBA members) across the country that help low- and moderate-income

households build strong credit and other financial assets. CBA was created by and for our nonprofit members as a bridge to the modern credit reporting system to help millions of individuals with poor or no credit participate in the mainstream financial system by building credit. Learn more about CBA at www.creditbuildersalliance.org.