

## About Windmill MicroLending

Windmill MicroLending enables immigrants and refugees to build careers in Canada while reducing poverty and labour shortages. We do this by offering affordable loans along with career assessment coaching, financial literacy training, and mentorship for newcomers who lack access to mainstream credit.

Since 2005, Windmill has empowered over 7,000 clients in healthcare, IT, financial services, law, engineering, and many other fields to triple their incomes as a result of our affordable loans and support. Windmill is a registered Canadian charity supported by donations and community bonds from the private sector and grants from the public sector.

## Position Overview

The Loan Application Specialist role is an ideal opportunity for someone motivated to change and make a difference in the lives of others through their passion for immigrant integration and inclusion. Working within a highly motivated team of client-service-centred individuals, you will use your skill and experience to administrate much of the initial stages of our client portfolio work.

In this role you will contribute to the attainment of Windmill's mission, and exemplify the values of passion, empowerment, simplicity, and results in all you do, and will have the following responsibilities:

- Answer inquiries received via phone or email promptly, within the required timeframe.
- Determine applicants' eligibility and explain the application process to prospective clients.
- Create a new contact in the database for each inquiry.
- Assist with processing applications, ensuring data quality and customer service standards are met.
- Utilize Windmill's proprietary assessment tools and clients' credit reports to provide results to staff who assess applications.
- Moving complete client files from the application to assessment and coaching.
- Monitor incomplete applications and follow-up to provide assistance as required.
- Additional tasks as required by Manager and National Director

## Qualifications and Knowledge:

- Experience working in a community-based, not-for-profit organization would be an asset, preferably serving immigrants
- Intermediate to advanced MS Office skills (Word, Excel, PowerPoint, SharePoint and Outlook), internet and databases
- Excellent English verbal and written communication skills, French skills an asset

## Competencies and Characteristics:

- Ability to prioritize and appropriately identify and respond to urgent situations while meeting competing deadlines
- Maintain a high degree of confidentiality at all times as it pertains to personal client information and data.
- Ability to embrace and adapt to the use of new technology
- Excellent interpersonal skills and self-management skills to work effectively with clients, co-workers, and other stakeholders; must be persuasive and persistent

- Has a proven ability to achieve results and meet deadlines; has strong organizational and problem-solving skills; has a high-energy, self-motivated approach and entrepreneurial attitude
- Strong desire to help skilled immigrants to succeed in the Canadian labour market; while holding a sensitivity to the various backgrounds and challenges facing our alumni

**Working Conditions:**

- Hybrid working environment, minimum two days a week in office
- Full-time permanent position
- Located in Toronto (165 Avenue Road)

**Starting Salary:** \$37,000-\$45,000, annually

If you meet the criteria above and are interested in applying for the position, please send your resume to [hr@teamwindmill.org](mailto:hr@teamwindmill.org) (reference: Loan Application Specialist). We are actively recruiting for this position, so to ensure you are given due consideration for this opportunity, interested candidates should send their resume, including a cover letter and salary expectation, as soon as possible. The successful candidate will be required to provide a Police Clearance Certificate. We thank all applicants for their interest; however, only those considered for an interview will be contacted directly. No phone calls, please.

Windmill Microlending is an equal employment opportunity employer. Adhering to Canada's Human Rights Code, Windmill grants equal employment opportunity to all qualified persons without regard to race, creed, colour, gender identity or expression, disability, sexual orientation, family status, marital status, citizenship, ancestry, ethnic origin, age or place of origin. We celebrate diversity and are committed to creating an inclusive environment for all employees.