

Posted: February 2010

### Job Announcement

Position: Portfolio Servicing Associate  
Supervisor: Director, Loan Operations  
Location: Cambridge, MA  
Start Date: April 2010  
Contact: Jen Stine  
Director, Human Resources and Administration  
jobs@rootcapital.org

### SUMMARY

Root Capital seeks a detail-oriented Portfolio Servicing Associate to join Root Capital's growing portfolio servicing team based in Cambridge, Massachusetts. The Associate will coordinate closely with different teams within the Lending Department as well as with Root Capital clients in order to conduct loan transactions, payment processing, and portfolio data reporting. A large percentage of the activities will be conducted in Spanish, and an increasing amount will be conducted in French. Candidates should have experience communicating in Spanish in a professional setting; additional French language abilities will be highly regarded. In addition, candidates should possess: a Bachelor's degree plus 1-2 years of relevant experience; attention to detail and the ability to multi-task in a high-pressure environment; strong customer service philosophy and interpersonal skills to work with people from diverse backgrounds; excellent communication and teamwork skills; proficiency in Microsoft Excel and Word; the ability to learn new software and data management tools; and a passion for Root Capital's mission of building sustainable livelihoods in rural communities through socially and environmentally responsible investing.

### MISSION AND HISTORY OF ROOT CAPITAL

*Root Capital's mission is to pioneer finance for grassroots businesses that build sustainable livelihoods and transform rural communities in poor, environmentally vulnerable places.*

Root Capital is a nonprofit social investment fund that is pioneering finance for grassroots businesses in rural areas of developing countries. We provide capital, financial education, and market connections to small and growing businesses that build sustainable livelihoods and transform rural communities in poor environmentally vulnerable places.

Through innovative approaches to development finance, Root Capital aims to fill the "missing middle" of finance - serving organizations caught in the gap between microfinance and traditional banking. We provide loans ranging on average from \$25,000 to \$1,000,000 to rural enterprises and agricultural entrepreneurs that link smallholder farmers and artisans to competitive markets. Since our launch in 1999, we have provided more than \$150 million in credit to 254 grassroots enterprises in 30 countries, maintaining a 99% repayment rate from our borrowers and a 100% repayment rate to our investors. Headquartered in Cambridge, Massachusetts, Root Capital currently has associated offices in Costa Rica, Mexico, Peru and Kenya.

## RESPONSIBILITIES

1. Prepare loan contracts, coordinate their delivery to other team members and clients, and assist in collecting signed contracts.
2. Administer loan disbursements.
3. Process loan payments in conjunction with other portfolio servicing team members.
4. Process loan disbursements in coordination with clients and Lending Department staff.
5. Maintain updated filing systems for loan contracts, both physical and digital.
6. Draft and translate general and legal correspondence.
7. Participate in regular team meetings and work collaboratively to meet short- and long-term team goals.
8. Support the timely dissemination of information within the organization as appropriate.
9. Other responsibilities as assigned.

## QUALIFICATIONS AND EXPERIENCE

1. Bachelor's degree plus one to two years of relevant professional experience.
2. Fluent in oral and written Spanish, including experience using Spanish in a work environment or comparable setting. French or Portuguese language skills are a plus.
3. Consistent attention to detail and a demonstrated ability to multi-task under pressure.
4. Strong verbal and written communication skills.
5. Strong customer service philosophy and interpersonal skills to work with people from diverse backgrounds.
6. Collaborative team player with a good sense of humor.
7. Quantitative ability; comfortable working with numbers.
8. Administrative experience in an office setting.
9. Proficient in Microsoft Excel and Word. Ability to quickly learn new computer software and data management tools.
10. Knowledge of database management and bookkeeping is a plus.
11. Passion for Root Capital's mission of environmentally and socially responsible investing.

**SALARY:** Mid-30s.

## APPLICATIONS AND NOMINATIONS

More information about Root Capital is available at [www.rootcapital.org](http://www.rootcapital.org)

**Applications are due by March 1, 2010. Candidates are encouraged to apply as soon as possible.**

Applications including a resume and cover letter describing your interest, qualifications, language abilities, salary requirements, and how you learned of the position should be sent to: [jobs@rootcapital.org](mailto:jobs@rootcapital.org). Please type "PSA" followed by your name (Last, First) as the subject line of your email (e.g. "PSA – Santos, Elizabeth"). Finalist candidates will be required to provide at least three work-related references.

*Root Capital is an equal opportunity employer.*