



WHO WE ARE:

Take Charge America is a nonprofit financial education and credit counseling agency located in Arizona. We have helped nearly 2 million people nationwide transform their financial futures with one-on-one guidance to pay off debts, regain financial independence and save for the future. As a nonprofit agency, our mission is rooted in providing free financial education. We offer counseling, resources, and knowledge to improve financial wellbeing at the individual, household, and community levels. Since 1987, we have helped our clients manage and repay more than \$6 billion in personal debts – and we have offered much-needed guidance to millions more through our public outreach and education.

THE OPPORTUNITY:

Take Charge America (TCA) is partnering with Take Charge America Institute (TCAI) and the University of Arizona (U of A) to further our relationship and help impact students through this unique opportunity. This is our first time extending a part time option for counselors and working directly with U of A to do so. TCA is excited to gauge the interest of the students and explore the benefits of this program.

Consumers contact Take Charge America Credit Counselors for help with a variety of financial challenges, including credit card debt that has become difficult to manage. This Part-Time position offers support to a credit counseling process that includes a complete financial review and personalized budget, along with recommended solutions to help clients resolve their debt, achieve financial freedom and start saving for the future.

THE ROLE:

- As a Part-Time **Credit Counselor**, you will talk with clients about their current financial situation, challenges and hardships to help them understand their available options. Credit Counselors build trust with clients by listening carefully and responding with kindness and compassion. Clients should come away from talking with you feeling relieved and hopeful they have found a solution to their financial challenges.
- You will walk clients through a complete review of their current income, expenses and debts and use that information to create a budget using our proprietary software. The information clients provide will also determine the solutions you recommend, which may include a Debt Management Plan. Take Charge America manages these plans that allow consumers to pay off credit debt more quickly than doing it on their own. If the debt management plan is their best option, you will discuss the program benefits and encourage them to enroll in the plan.
- We offer a comprehensive training program to help you become familiar with all aspects of personal finance and debt, as well as the education and services we offer. By the time you begin taking calls, you'll feel confident and well-prepared to help clients find solutions and change lives.

REQUIREMENTS/CHARACTERISTICS:

Availability & Remote Requirements

- Must be available for Summer '24 for full time (40 hours/week) remote training from 8:00am-4:30pm, M-F, that will last an average of 7 weeks, beginning on June 3, 2024
- After completing the required training, your part-time (16-20 hours/week), schedule will emulate M-F, 4pm-8pm, and/or Saturday, 10am-2pm. If you work Saturdays, you would be scheduled off a different day during the week.

- Must maintain your student status at U of A, and meet all position requirements to continue employment
- Can perform duties remotely and maintain this workspace free from excess noise and interruption.
- Must pass the (company paid) NFCC and FCRA certification tests during training and maintain certifications
- To continue part-time employment, you must abide by all TCA policy and procedures

What makes you a great Part-Time Credit Counselor?

- You are a student at University of Arizona
- You are comfortable being on the phone with clients
- You must be flexible, dependable, committed, and open to change
- You know how to get people talking and listen patiently to their response
- You are empathetic and non-judgmental; you like to make people feel better
- You have a desire to grow and expand your knowledge through cross-training opportunities
- You enjoy contributing to a supportive team environment

Non-Technical Essential Job Functions

Physical Demands

Must be able to sit, stand, walk or a combination of the three for up to five hours a day

Position requires the ability to speak and hear 100% of the time

Must be able to lift up to 10 pounds

WHY JOIN THE TAKE CHARGE AMERICA TEAM?

- Flexible part-time work model that supports 100% remote work of 16-20 hours per week
- \$17.00/hour to start for paid training
- After completion of training, pay will increase to \$20.25/hour; \$21.25 for proven Bilingual skill set
- TCA provides the computer equipment for you to use at your residence
- 401k with employer match
- 6-8 weeks of full-time training will give you 12 college credits from Rio Salado
- 7 PTO days per year to start, 9 paid holidays & one floating holiday
- Casual dress code: Jeans and sneakers welcome!

HOW TO APPLY:

- Please send your resume to Jvanderbunt@takechargeamerica.org;
- Or call with any questions: 623-266-6201

CULTURAL FIT:

A casual and diverse environment where compassion is key — everyone at Take Charge America is committed to helping consumers find solutions to their challenges. Whether working with clients or colleagues, we listen with empathy and respond with encouragement.

REASONABLE ACCOMMODATIONS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.