



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 Associate with data collection to support special projects and research.

Essential Duties:

1. Bureau Services (85%)

- Assists the Chief Technical Officer and Member Relations Manager 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.
- Assists the Chief Technical Officer with Metro2 monthly data submissions, sending reminders to Reporter members and following up to provide technical assistance as necessary.
- Manages eOSCAR queues to monitor and confirm or correct data by contacting and verifying information with Reporter members.
- 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.

2. Support for special projects and expanding membership (10%)

- 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 coordination with the Manager, Member Relations.
- Supports Training Institute and Innovations teams with new projects based on experience, skill, and availability.
- Supports the Chief Program Officer, Chief Technical Officer, and Data and Technology Associate with data collection and tracking of member outcomes and program impact.

3. Other duties as necessary (5%)

Qualifications and Essential Skills

Required

- Undergraduate degree in relevant field
- High degree of integrity, strong leadership, analytical, and problem-solving skills
- Excellent communication skills
- 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

Desirable

- Experience in credit-related or microfinance-related field
- Experience with Metro2 reporting and/or software
- Previous experience learning complex rules and manuals a plus

CBA is an equal opportunity employer. We celebrate diversity and are committed to creating an inclusive environment for all employees.