



FAIRWAY AMERICA

Title: **Receptionist**
Classification: Full-Time, hourly
Department: Operations
Location: Portland, Oregon
Salary Range: \$10-13 per hour

Fairway America is seeking an experienced receptionist to receive incoming telephone calls, obtain callers' names, and forward calls to appropriate person or take a message. This person greets and provides information and assistance to clients and customers, and answers inquiries from the general public.

At Fairway America, we are committed to our **core values**:

Focused, Driven and Committed
Accountable and Responsible
Interdependence and Collaboration
Respect, Trust and Integrity
Winning Attitudes
Approachable, Open Communication
You Make Fairway Fun!

These values are alive at our company and we live them every day while pursuing our purpose of *"Honorably doing worthwhile deals that create value, wealth, dignity and superior returns for all parties involved"*. If a deal is not worthwhile for everyone (our borrowers, investors, referral sources, and Fairway America) we'd rather not do it at all.

For the "A player" looking for something special and who can answer "yes" to all of the following questions, this is the opportunity for you.

- Are you passionate about providing outstanding customer service?
- Do you take pride in completing all of your day to day tasks and doing things right the first time?
- Are you seeking an atmosphere of open and direct communication, clear and mutually established priorities and expectations, and a culture of accountability and performance?
- Do you exceed people's expectations of you on a regular basis?
- Do you inspire to make sure the job is done correctly?
- Do you want to make a tangible contribution to the success of your department and company?
- Are you able to handle multiple tasks and activities at one time and still maintain a high level of accuracy?

If you answered "yes" to these questions, we want to meet you!

Our Company

Fairway America is a successful locally owned and privately funded commercial real estate lending and investment firm. Through a simplified and streamlined process, Fairway America provides financing solutions for people who are unable or unwilling to get financed by more traditional lending sources. Everyday, Fairway America helps borrowers solve difficult problems, meet pressing deadlines, or take advantage of excellent opportunities. While assisting these borrowers, we also enable our investors to earn above average returns they are unable to get elsewhere. As many brokers and lenders have gone out of business or are struggling mightily, our conservative lending approach has enabled us to weather this storm and positioned us to take advantage of unprecedented market opportunities while helping people who are otherwise unable to locate financing.

The Position

The Receptionist is a key person in our organization. This person has accountability for greeting all clients and providing support to all departments as needed. The successful candidate will be a friendly, gregarious individual who enjoys serving people as well as someone who is organized and who enjoys completing tasks, following up on important paperwork and derives a sense of accomplishment from providing timely and accurate work.

Responsibilities

- Answer telephone calls, obtain caller's name, and forward calls
- Master use of phone system
- Light clerical and word processing duties
- Receive faxes in email and forward to appropriate employee
- Greet clients and visitors in a professional manner
- Monitor and maintain portfolio insurance records
- Assist underwriting and loan servicing departments as requested
- Update and maintain contacts in our CRM (Salesforce.com)
- Handle all mail, deliveries, recycling and other daily office functions as directed

Qualifications

At Fairway America, your values, abilities, and demonstrable track record of success are more important than direct experience. That being said, an ideal candidate would have the following:

- Reliable and punctual
- One year relevant experience as receptionist preferred
- Understanding of software and system implementations and applications
- High school diploma
- Professional demeanor
- Escrow, title, and/or mortgage related experience is a plus
- Advanced Word and Excel skills are a plus

Benefits

Fairway America is committed to maintaining a motivated, positive work environment full of great people who share, demonstrate, and live our core values. Take pride in working for a company that lives its core values, vision and mission/purpose and continually provides tangible value and benefit to its employees, brokers, borrowers and investors. Our benefits include:

- Excellent hourly wage
- Individual bonuses based on performance
- Company profit sharing participation (no waiting period)
- Medical & dental coverage
- Matching 401K plan
- Cafeteria plan (section 125 plan)
- Short term disability policy
- Company paid ongoing training and personal development
- Vacation, personal time off and company paid holidays
- Outstanding working environment
- Family friendly atmosphere and culture
- Working with other "A players" with a burning desire to win

Apply

If you feel you are an "A player", are up for our challenging, demanding, and rigorous hiring process, and would like to join a dynamic, growing company, please begin your application process by going to our career center at:

<http://www.fairwayamerica.com/jobopp19.php/>

Phone calls are not accepted.