



**Family Service**  
SUPPORT. STRENGTHEN. SERVE.

Date posted: 1/11/19  
Date closed: 2/11/19  
**Or when filled**

<b>Job Title</b>	<b>Financial Counselor II/III</b>
<b>Requisition Number</b>	2019-0003
<b>Department/Program</b>	Financial Empowerment
<b>Location</b>	<b>The Neighborhood Place:</b> 3014 Rivas Street , San Antonio, TX 78228
<b>Position Type</b>	Full Time/Exempt / 12 months per year
<b>Work Days/Hours</b>	Monday – Friday, 9 AM-6 PM; some Saturdays
<b>Pay Rate</b>	\$41,000 - \$45,000 / Annual Salary
<b>Job Summary</b>	The Financial Counselor II works in a Financial Empowerment Center location and provides personal and family financial counseling to service members and their families. Financial counseling will be provided to assist with establishing a basic level of financial literacy and good financial behavior and habits, as well as more sophisticated financial planning to assist with building savings accounts, increasing credit scores and addressing issues on credit reports as well as assisting with setting long-term financial goals for the individual or families that enrolled in our program. May also provide job training assistance to individuals and families as assigned. <i>In addition to above, the Financial Counselor III is responsible for assisting the Manager in the administrative, coaching and mentoring function of the Financial Empowerment Center.</i>
<b>Competencies &amp; Skills</b>	<p><u>Business Ethics:</u></p> <ul style="list-style-type: none"> <li>Treats people with respect. Keeps commitments. Inspires the trust of others. Works with integrity and ethically upholds organizational values.</li> </ul> <p><u>Customer Service:</u></p> <ul style="list-style-type: none"> <li>Displays courtesy and sensitivity. Manages difficult or emotional customer situations. Meets commitments. Responds to customer needs. Solicits customer feedback to improve service.</li> </ul> <p><u>Quality:</u></p> <ul style="list-style-type: none"> <li>Demonstrates accuracy and thoroughness. Displays commitment to excellence. Looks for ways to improve and promote quality. Applies feedback to improve performance. Monitors own work to ensure quality.</li> </ul>
<b>Qualifications &amp; Experience</b>	<p><u>Required</u></p> <ul style="list-style-type: none"> <li>Bachelor’s Degree in social work or a related behavioral science area of study plus two (2) years of related work experience, with some background in finance, financial education, counseling/coaching or social service delivery.</li> <li>Associate’s degree in social work or a related behavioral science area of study plus four (4) years of related work experience, with some background in finance, financial education, counseling/coaching or social service delivery.</li> <li>High School Diploma or equivalent plus seven (7) years of related work experience, with some background in finance, financial education, counseling/coaching or social service delivery.</li> <li>At least one year’s paid or volunteer experience in a social service program or human services setting.</li> </ul> <p><u>Preferred</u></p> <ul style="list-style-type: none"> <li>Expertise in one of the following: financial services, social work, financial planning, coaching/mentoring, or other related fields.</li> <li>Good computer skills and experience with databases and good organizational skills with the ability to critically think and multi-task.</li> <li>Fluent in English and Spanish (read, write, and speak) desirable.</li> </ul>

Interested applicants should send resume/application to:

[Recruiting@family-service.org](mailto:Recruiting@family-service.org)

(Please include **Job Title** and **Requisition Number** in correspondence)  
Equal Opportunity Employer