

# COMMUNITIES Unlimited

## Job Description

<b>Position:</b>	Loan Portfolio Associate
<b>Immediate Supervisor:</b>	Director of Lending
<b>Mission Focus:</b>	Lending
<b>Location:</b>	Fayetteville, Arkansas

### Summary of Position

The Loan Portfolio Associate will join a growing team of professionals working together to support the growth of the CDFI. Primary duties include processing loan requests for all portfolios and tracking those requests for reporting and management; providing closing documentation for all loans and ensuring that physical and electronic files are accurate and complete; tracking performance and compliance on all loans; collections and data management; providing accurate and timely reports for client management.

### Education/Certification Requirements

High School Diploma or GED equivalent is required. Associates degree preferred. Must be eligible to work in the United States of America.

### Experience/Skills Requirements

Ability to demonstrate at least two years of experience working with commercial loan portfolio(s) is required.

Ability to demonstrate the following is required:

- Experience in small business or commercial loan processing and file management.
- Ability to review and understand financial statements as evidenced by answering common questions for which the answer is obtained from the financial statements.
- Experience managing customer information and critical documents where attention to detail, accuracy and confidentiality is required.
- Proficiency in the use of a Windows-based computer and Microsoft Office programs including Outlook, Word and Excel. Experience with Microsoft 365 cloud-based systems, including TEAMS and SharePoint is a plus.
- Experience using and entering data in database systems.
- Successful experience managing multiple tasks from multiple team members with competing deadlines.

Must have reliable personal transportation and be willing to travel to client sites as/when needed. The organization reimburses staff for mileage and other travel related expenses per policy. NOTE: At this time the organization is limiting travel due to the pandemic to only essential business travel.

### **Summary of Essential Job Duties**

- Coordinate loan closing process in conjunction with the Lending team, borrower and any outside partners or legal counsel.
- Manage the flow of documents on all loan inquiries and requests. Ensure electronic and database files are kept organized, maintaining an audit trail of all closing steps.
- Communicate effectively with borrowers and serve as one of the primary points of contact for loan closing and post-closing loan processes.
- Maintain accurate and complete files.
- Review and process funding disbursement requests, ensuring proper documentation and compliance with conditions.
- Assist in the development of reports as required both internally and externally.
- Assist in collections.
- Maintain working knowledge of loan policies and procedures.
- Maintain post-closing credit and monitoring or original documents and electronic files.
- Maintain the loan portfolio management system and related databases.
- Maintain the highest level of confidentiality with all information obtained.
- Review and audit new loan applications for completeness.
- Maintain accurate checklists and information for loan files.
- Prepare draft commitment letter, using existing template, for loan officer review and approval.
- Distribute, track, and monitor receipt of all commitment letters.
- Work closely with loan officers to track and monitor receipt of all incoming pre-closing, closing and post-closing loan condition documentation.
- Provide assistance with collections as required including calls, letters, statements, and other support as needed.
- Research and resolve any problems, issues, or questions concerning customer accounts, both verbally and in writing, to ensure customer satisfaction and to maintain productive relationships.
- Attend workshops and conferences as needed.
- Other work as assigned.

### **Benefits**

The entry level salary of salary of this position starts at \$41,827 - \$46,498 based upon experience and qualifications.

Communities Unlimited offers generous Medical/Dental/Vision benefits with the organization paying the significant majority of the cost. Company paid long-term disability; automatic company 401K contribution once new hires are eligible; 401K match; 11 paid holidays; two weeks paid vacation awarded upon hire (Prorated based upon date of hire); new hires begin accumulating sick leave immediately upon hire at a rate of 8 hours per month. Communities Unlimited reimburses all employees for travel expenses.

**Classification**

Sedentary (10 pounds – 2 hours)	X
Light (25 pounds – 6 hours)	
Medium (50 pounds – long hours)	
Heavy (100 pounds – long hours)	
Very Heavy (100 pounds – long hours)	

**Details of Physical Demands**

	<i>Hours/Day</i>	<i>Max Time</i>	<i>Surface</i>
Standing or Walking	1.5	1 hour	Varied
Sitting	6.5	1 hour	Padded Chair

	<i>Weight</i>	<i>Times/day</i>
Lifting (up to 48")	10 lbs	1
Pushing	10 lbs	1
Pulling	10 lbs	1
Carrying	10 lbs	1

**Travel Requirements**

<i>Average per week for a typical one-year time period</i>	<i>Details</i>
None	<input type="checkbox"/> Driving to various client sites as needed.
Minimal (less than 5 hours/week)	<input checked="" type="checkbox"/> Overnight travel may be required depending upon location of community.
Moderate (6-20 hours/week)	<input type="checkbox"/>
Extensive (more than 20 hours/week)	<input type="checkbox"/> Travel by air or other means may on occasion be required.

**Communication**

Indicate % of each required.

Verbal – in person	15%
Verbal – via telephone/video conference	25%
Written	60%
Hearing – in person	15%
Hearing – via telephone/video conference	85%

**Tools Used in Job**

Computer, internet, smart phone (texting, email, photos, videos, social media, and calls), web-based databases for data-entry, Microsoft Office suite including Outlook, Word, Excel and PowerPoint is required. Use of additional software for project related activities may be required.

**Work Environment**

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.