Position: Portfolio Manager
Reports to: CEO (until further notice)
Department: Program
Location: San Francisco, California
Position type: Full-time, Exempt
Start Date: by October 1, 2020

Working Solutions (www.workingsolutions.org) is a certified, nonprofit Community Development Financial Institution (CDFI) that supports San Francisco Bay Area entrepreneurs to start and grow thriving local businesses. Working Solutions is the First to Believe in start-up and early-stage businesses by providing diverse entrepreneurs with affordable capital, customized business consulting, and community connections to increase economic opportunity in the San Francisco Bay Area. We make loans from $5,000 up to $50,000, business grants, and provide up to five years of free, post-loan business consulting. Our priority populations are lower-income individuals, women, and entrepreneurs of color. Working Solutions has invested over $27 million in loans and grants in local small businesses, and we have educated thousands of entrepreneurs, resulting in more than 4,000 local jobs. Working Solutions has a growing team of 15 full-time employees with headquarters in San Francisco, satellite office in Oakland, and remote staff.

Position Overview:
The Portfolio Management team is responsible for onboarding new loans, servicing loans, and reporting on the loan portfolio performance. This team ensures that the organization meets its programmatic and impact goals, and remains in compliance with legal and funder entities. As team lead, the Portfolio Manager will provide oversight and build the Portfolio Team. This person will be a critical thinker, have excellent data management skills, and high level of analytical skills, to make and communicate decisions effectively. This person will work closely with Finance so should have some accounting background and they will also be responsible for loan modifications, so should know credit.

Key Duties:
• Streamline operational and programmatic systems for department; ensure policies and procedures are updated and reflect Working Solutions’ mission and work
• Manage all portfolio reporting (management, funders, investors, finance, and Board of Directors) and ensure compliance with covenants and government regulations
• Monitor loan funds and Loan Loss Reserves (LLR)
• Reconcile loan receivables and LLR with Finance team
• Monitor portfolio performance and forecast portfolio quality; update risk ratings and identify portfolio vulnerabilities
• Approve payment plans, loan modifications, and monitor loans on watch list, execute write-offs and recoveries/settlements; coordinate with counsel as needed,
• Monitor the portfolio management system and credit reporting; ensure that records are accurate and complete
• Oversee Portfolio Management staff in processing loan payments, managing client correspondence, and other duties
• Support achievement of organizational and departmental goals and outcomes, including minimizing risk and maintaining a high repayment rate
Qualifications

- Bachelor’s degree or 15+ years of work experience in lieu of degree required
- 7+ years of work experience in nonprofit or community development management, microfinance, small business, or related work
- Demonstrated experience in credit and financial statement analysis
- Superior analytical and organizational skills; detail oriented and accurate with numbers
- Superior written and verbal communication skills required with emphasis on clarity, conciseness and relevance
- Ability to understand loan agreements, regulations, and related documentation
- Strong interpersonal skills and ability to work well with diverse constituents
- Proficiency with Microsoft Office Suite with strong Excel skills
- Possess sound judgment, effective decision making
- Possess strong customer service and conflict resolution skills; ability to negotiate and resolve issues with delinquent clients in challenging circumstances
- Strategic thinker with experience executing multi-faceted programs and long-term projects for nonprofit organizations and/or financial institutions
- Strong leadership qualities; proven track record in managing skilled, motivated, successful, results-oriented staff
- Experience with nonprofit finance and in the Community Development Finance Institution (CDFI) industry highly preferred
- Experience with entrepreneurship, microfinance, social enterprise, program development and evaluation, and/or small business is a plus
- Strong interpersonal skills and a high degree of self-awareness with a flexible growth mindset will support a strong culture fit
- Spanish speakers strongly encouraged to apply

Salary Commensurate with Experience

Excellent Benefits: Including but not limited to medical, dental, vision, 401(k), commuter checks, and generous holidays.

Application Deadline: Open until filled.

Please email résumé and cover letter with the subject line “Portfolio Manager” to jobs@workingsolutions.org.

No phone calls please.

Working Solutions is an Equal Opportunity Employer.