Position: Loan Servicing Associate
Reports to: Portfolio Manager
Department: Program
Location: San Francisco, California
Position type: Full-time, Non-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 and servicing loans. This team ensures that the organization meets its programmatic and impact goals, and remains in compliance with legal and funder entities. Loan Servicing Associate responsibilities include the daily servicing of the loan portfolio for Working Solutions, on-boarding loans into all necessary systems, monitoring loan payments/collections, accurately entering loan payments into loan servicing software (DownHome), monthly invoicing, delinquency notices, administering pay-offs, responding to borrower’s loan servicing requests, UCC filings, business insurance, credit reporting and monitoring borrower’s missing documentation. This person is detailed-oriented with excellent administrative skills and has good customer service skills. This person should also have some knowledge of accounting or credit and excellent data management skills.

Key Duties:
- Onboard and maintain accurate client files;
- Process loan payments and manage client payment communication, including consistent and assertive outreach via phone, email and letter;
- Assist with at risk loans, loan modifications, pay-offs and charge-offs;
- Assist in data collection and reporting;
- Audit and maintain loan records to ensure documentation is accurate and up to date;
- Provide general administrative support to Portfolio Manager;
- Support achievement of organizational and departmental goals and outcomes, including minimizing risk and maintaining a high repayment rate.

Qualifications
- Bachelor’s degree or 8+ years of work experience in lieu of degree required;
- Demonstrated experience in customer service, especially in challenging situations; the ability to be simultaneously clear, firm and supportive is crucial;

www.workingsolutions.org
Superior organizational skills and meticulous attention to detail;
Possess sound judgment, effective decision making, customer service and conflict resolution skills;
Ability to understand and analyze loan documentation and related financial data;
Expert in Microsoft Office platform (Word, Excel, Power Point);
Excellent interpersonal skills and ability to work well with diverse constituents;
Ability to work independently and in a team environment;
Ability to manage multiple tasks effectively and efficiently;
Knowledge of Economics, Business, and/or Accounting preferred;
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 “Loan Servicing Associate” to jobs@workingsolutions.org.

No phone calls please.

Working Solutions is an Equal Opportunity Employer.