Position: Loan Processing Associate
Reports to: Lending 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 Lending team is responsible for converting an application into a successful funded loan. As such the team must know the products provided by the organization, and the conditions that are necessary for applicants to successfully qualify for products. The Loan Processing Associate will review applications, provide timely feedback to the applicant, collect and verify required documents, verify compliance to lending guidelines, and finalize the loan through a comprehensive review process. Provide support to the Lending Manager on day to day operation of the Lending team. This person is detail-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:
• Review new applications, provide feedback, and technical assistance to prospective borrowers;
• Analyze loan documents to verify eligibility;
• Collect and analyze conditions;
• Complete contingencies with clients prior to funding;
• Track data and provide reports;
• Provide general administrative support to Lending 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;
• Superior organizational skills and meticulous attention to detail;

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• Possess sound judgment, effective decision making, and customer service skills;
• Ability to understand and analyze loan documentation and related financial data;
• Confident 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 Processing Associate” to jobs@workingsolutions.org.

No phone calls please.

Working Solutions is an Equal Opportunity Employer.