Are you passionate about community development, supporting local businesses, and economic justice? Does creating access to capital to help small businesses grow thrill you? Do you want to leverage microlending as a credit-building tool? As our Loan Servicing and Data Analyst, you will assist the Lending Operations team with closing, funding, servicing, data analytics and reporting to ensure borrower repayment, insurance / guarantee compliance, and CDFI (Community Development Financial Institutions) compliance.

Headquartered in sunny downtown Oakland, California with a presence in Los Angeles, this position will give you the opportunity to work in a supportive environment where your contributions matter. The atmosphere is casual and dog friendly. The position allows for a mix of in the office and at home work.

TMC Community Capital is a nonprofit microlender providing fast and affordable online financing, fostering financial stability, and encouraging entrepreneurship among women-owned, low-income and under-resourced small businesses in California.

**Position Title:** Loan Servicing and Data Analyst  
**Schedule:** Full-time (hourly)  
**Location:** Bay Area or Los Angeles, the position allows for a mix of in the office and at home work.

**Responsibilities:**
- Review loan documents and submit loans to the Insurance and guarantee programs.
- Submit UCC filings and secure collateral documents to support loan closing.
- Setup loan disbursements for funding.
- Regularly correspond via e-mail, mail and telephone with borrowers, lending operations partners, and guarantee program partners to collect documents and close loans.
- Onboard loans from the loan origination system to the servicing system and set up automatic payments for the borrowers.
- Send welcome letters for new loans and adverse action letters for declined loans / refer to technical assistance.
- Send monthly statements, post borrower portal payments, and generate NACHA payments from the servicing system.
- Actively conduct servicing outreach and monitor for missed and overdue payments
- Conduct collection calls to improve repayment, help restructure debt, and create payment plans.
- Generate and send Metro2 Files for Credit Reporting to the three bureaus.
- Assist with maintaining lending operations and impact reporting data in our servicing system.
- Assist with maintaining Salesforce.
- Provide weekly and monthly operations and impact reports.
- Answer phone calls and monitor the customer service inbox / servicing inbox to address borrower payment issues.
- Assist Lending Operations with other projects when necessary and perform other tasks as required.

**Qualifications:**
- Bachelor's degree (B. A.) from four-year college or university, preferably Economics, Accounting, Math, Statistics, Data Science, or quantitative field.
- 2+ years’ experience working in CDFI, Alternative Lenders, Financial Services, or Nonprofits that focus on underrepresented groups is a plus.
- Knowledge of Generally Accepted Accounting Principles and Accounting software.
• Excellent attention to detail without compromising deadlines.
• Strong people and communications skills are essential.
• Must be able to interact and cooperate with various personality types and work levels both internally and externally.
• Organized, disciplined thinker with ability to work independently in a fast-paced, rapidly changing environment.
• Excellent phone etiquette and customer service skills.
• Strong written communications and email etiquette skills.
• Proficiency in MS Office applications - Word, Excel, PowerPoint, Outlook.
• Working knowledge of CRM databases. Salesforce experience a plus.
• Bilingual Spanish
• Builder mindset with an ability to apply skills across multiple projects
• Excellent time management and project management skills; must be able to track and manage details for multiple clients and projects and prioritize daily responsibilities.

Apply now by emailing your resume and cover letter to vasana@tmccommunitycapital.org. For more information, visit our website at www.tmccommunitycapital.org.

At TMC CC, we don’t just accept difference – we celebrate it, we support it, and we thrive on it for the benefit of our employees, our products and our community. TMC CC is an equal opportunity employer. Employment at TMC CC is based solely on a person’s merit and qualifications directly related to professional competence. TMC CC does not discriminate against any employee or applicant because of race, creed, color, religion, gender, sexual orientation, gender identity/expression, national origin, disability, age, genetic information, veteran status, marital status, pregnancy or related condition (including breastfeeding), or any other basis protected by law.