



Position: Portfolio Associate
Reports to: Portfolio Manager
Department: Portfolio Management
Location: Remote with preference for CA residents or those with past experience in CA
Position type: Full-time, Non-Exempt
Start Date: May 2024

Working Solutions (WS) is a certified, nonprofit Community Development Financial Institution (CDFI). As the *First to Believe in Small Business*, Working Solutions makes affordable capital—primarily loans of \$5,000-\$100,000—available to start-up and early-stage entrepreneurs and provides free business consulting in conjunction with every loan. WS is committed to connecting with communities that have historically not had access to capital, and WS places an additional priority on serving lower-income individuals, women, and entrepreneurs of color.

Focused on significant social impact, WS reached a strategic milestone of \$50 million in all-time capital deployed to nearly 3,000 small businesses in January 2024. Headquartered in San Francisco and lending in the Bay Area since 2005, WS expanded its footprint in 2022 to 19 counties throughout Northern California, encompassing more than 20,000 square miles and an estimated 2 million entrepreneurs.

As a continuously learning organization, WS has made significant investments in its team and operations to improve the entrepreneur experience. WS's financial and impact successes and local and national visibility speak to its commitment to core markets, staff, and excellence in getting the job done. WS is looking for community-minded change makers committed to being part of this small but mighty industry leader to grow loan deployment volume and set new sights for the years ahead. Come be a part of this vision!

Position Overview:

The Portfolio Management Team is responsible for loan servicing. This team ensures that the organization meets its programmatic and impact goals, and remains in compliance with legal and funder entities. Portfolio Associate responsibilities include the daily servicing of the on-balance sheet and off-balance sheet loan portfolios for Working Solutions, monitoring loan payments, generating monthly invoicing and delinquency notices, processing pay-off requests, responding to borrower loan servicing requests, UCC filings, verifying business insurance, credit reporting, and monitoring borrowers' missing documentation. This person is detail-oriented with strong administrative skills and has superb customer service skills. Knowledge of accounting or credit and excellent data management skills are a plus.

Key Duties:

- Maintain accurate borrower files.
- Manage borrower payment communication including consistent and assertive outreach via email, phone, and text.
- Recurring loan servicing tasks: credit bureau reporting, billing statement generation, payoff processing, generation of insufficient fund and delinquency notices, and UCC filings.
- Assist Portfolio Management Team in data collection and reporting.
- Audit and maintain loan files to ensure documentation is accurate and up to date.

- Provide general administrative support to both the Portfolio Manager and Portfolio Officer.
- Support in managing Billing Team inbox and phone line and fielding general inquiries.
- Manage and maintain DownHome *My Loan Panel* borrower portal; troubleshoot and assist with client questions.
- Support achievement of organizational and departmental goals and outcomes, including minimizing risk and maintaining a high repayment rate.

Qualifications:

- Spanish language skills preferred.
- Bachelor's degree or relevant work experience required.
- Outstanding written and verbal communication skills, with cultural competency to connect with diverse audiences.
- Demonstrated experience in customer service, especially in challenging or ambiguous situations; the ability to be simultaneously clear, firm, and supportive is crucial.
- Ability to work independently and cross-functionally within team and with other company teams.
- Demonstrates sound judgment and effective decision-making.
- Superior organizational skills and meticulous attention to detail.
- Proficient with virtual office environment and tools including, but not limited to: Zoom, Outlook, and tracking data via Salesforce.
- Familiarity with DownHome Loan Management or other loan servicing platforms.
- Excellent interpersonal skills and ability to work well with diverse constituents.
- Experience with the CDFI industry preferred.
- Demonstrated commitment to diversity, equity, belonging, and inclusion practices.
- Commitment to Organizational Values of: 1) Economic opportunity for those historically excluded from mainstream finance; 2) Transparency, integrity, and respect for all; and 3) Significant social impact; and
- Self-awareness with a flexible, growth-oriented mindset for a great culture add.

Hourly Rate Range: \$31 to \$34 per hour

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

Application Deadline: Open until filled.

Please email resume and cover letter with the subject line "Portfolio Associate" to jobs@workingsolutions.org. *No phone calls please.*

Working Solutions is an Equal Opportunity Employer.