



**Position:** Loan Portfolio Officer  
**Department:** Operations  
**Position Type:** Full-time, exempt  
**Reports to:** COO  
**Start Date:** Jan 2015

Working Solutions ([www.workingsolutions.org](http://www.workingsolutions.org)) is a Community Development Financial Institution whose mission is to provide microentrepreneurs with the access to capital and resources they need to start or grow a successful business. We prioritize serving low-income individuals, women, and minorities. We support microenterprise growth as a strategy to strengthen the local economy, create jobs, and build strong communities. We provide small business loans (microloans) from \$5,000 up to \$50,000, five years of post-loan business coaching and advising, and referrals to small business resources. The organization was established in 1999 and launched its microenterprise development program in 2005. Working Solutions manages a \$5.5 million microloan fund and has extended \$6 million in microloans to entrepreneurs with a 98% repayment rate and has educated thousands of entrepreneurs.

**Department:**

The Operations Department is responsible for oversight of accounts and financing services, management of contracts and vendor relations, coordinating volunteers, interns, and pro-bono services, and spearheading strategic projects which increase organization efficiencies. As such this team ensures the organization remains compliant with partner banks, government entities, and other funders through thorough checks and balances processes, and by tracking and reporting outcomes.

**Position Overview:**

This position is responsible for the daily administration of the loan portfolio for Working Solutions. Essential functions include: (1) managing the loan closing process; (2) maintenance of the portfolio management system; (3) ensuring compliance with funder covenants and government regulations; (4) managing the collections process; and, (5) managing the Portfolio Quality Review process.

**Key Duties:**

- Manage booking of new loans and loan modifications in the portfolio management system.
- Manage the loan closing process, including documentation
- Ensure loan files and portfolio management system records are accurate, complete and updated at all times
- Manage credit reporting process
- Manage the collections process within Working Solutions Loan Policy guidelines
- Evaluate records of delinquent loans and recommend loan modifications based upon borrowers' financial capacity (e.g. cash flow, net worth, etc.) and payment history
- Ensure compliance with government regulations, funder covenants, and Working Solutions policies and procedures



- Execute regular and periodic portfolio monitoring and review, loan tracking, covenant compliance and risk management activities as required
- Analyze portfolio trends and identify portfolio vulnerabilities (e.g. payment trends, borrower financial ratios, pricing, economic influences, and other factors affecting the portfolio)
- Prepare and present oral and written reports on portfolio trends, general economic trends, and sector indicators

**Required Qualifications:**

- Bachelor's degree or seven (7) years of work experience; graduate degree a plus
- Demonstrated experience in financial statement analysis and credit underwriting
- Demonstrated experience in commercial lending
- Superior analytical and organizational skills
- Superior written and verbal communication skills required with emphasis on clarity, conciseness and relevance
- Ability to understand loan documentation and regulations
- Good interpersonal skills and ability to work well with diverse constituents
- Proficiency with Microsoft Office with strong Excel skills
- Ability to work independently or in team environment
- Ability to manage multiple tasks effectively and efficiently under minimal supervision
- Knowledge of and commitment to community development preferred

**Salary Commensurate with Experience**

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

**Please email resume and cover letter with the subject line "Loan Portfolio Officer" to: [jobs@workingsolutions.org](mailto:jobs@workingsolutions.org)**

*No phone calls please.*

Working Solutions Is An Equal Employment Opportunity Employer