

Position Announcement: Loan Servicing Manager

Position type: Full-time; Oakland, CA

Start date: August 1, 2014

Salary: Commensurate with experience, with excellent benefits

ORGANIZATION DESCRIPTION

OBDC Small Business Finance's mission is to create economic opportunity by empowering entrepreneurs. Through innovative partnerships we provide business owners with capital, education, and relationships that allow them to flourish. Our collaborative approach helps our borrowers create jobs and stimulates economic development in low-to-moderate income communities.

OUR SERVICES:

- Our loan products include micro and small business term loans with low fees and competitive interest rates.
- One-on-one business advising is available during the loan application process and while paying the loan.
- Our post-loan education platform includes workshops, roundtables, and an online platform to engage with fellow borrowers.
- We collaborate with our partner organizations to provide additional business support opportunities and events.

POSITION DESCRIPTION

The Loan Servicing Manager will be globally responsible for servicing all loans, collection efforts, and providing essential support to the CFO.

Duties include:

Loan Servicing

- Check processing and copying
- Generating monthly invoices
- Loan payment entry and verification
- Loan participation after settlement
- ACH processing and uploading
- NSF monitoring
- Lien and title release
- Payoffs/Closing out paid in full loans
- Credit reporting to major credit bureaus
- Default monitoring
- Input and tracking of workouts
- Spearhead Monthly Collection/Aging meetings
- Tracking all delinquencies
- Place collection calls and emails to past-due clients
- Creation of monthly delinquency report
- Mailing and keeping track of annual client fees and letters
- Updating all client info on servicing system
- Point of contact for all loan servicing needs and issues

- Serve as the primary point person for servicing to Spanish-speaking clients
- Meet with clients when necessary
- Misc. borrower requests
- Back up for Administrative Associate
- Other assignments as needed

Collections

- Under supervision of CFO, this position requires proactive implementation of collection strategies to 60+ days delinquent borrowers. Such strategies may include loan restricting process with borrowers authorized and approved by Nor Cal FDC, assignment to a collection agency, and or recovery of collateral.

QUALIFICATIONS

- Bachelor's degree with strong interest in nonprofit management
- Excellent skills in:
 - Verbal/written communication and relationship-building
 - Attention to detail and organization
 - Time management
 - Working in teams
 - Salesforce or CRM, MS Office Excel/Word/ Power Point
 - Being tech-savvy and capable of quickly learning new systems
 - Creative problem solving and adept at identifying inefficiencies and proposing solutions
- Possesses ability to:
 - Be a self-starter who can work with minimal supervision and be comfortable in an evolving nonprofit environment
 - Work with diverse personalities and backgrounds
 - Comfortably meet client's immediate needs in a fast-paced setting
 - Be collaborative by nature, possess emotional intelligence, empathy, and patience
- Familiarity with DownHome Loan Servicing Software is a plus
- Bilingual applicants (particularly Spanish and Asian languages) are highly encouraged to apply
- Commitment to helping small business owners succeed and has a passion for the mission of OBDC
- Job involves normal physical requirements for an office position. EOE/ADA Compliant.

How to Apply:

- Please email resume and cover letter by July 25 to Jen Leybovich, VP of Programs and Strategy, at jen@obdc.com.