



Portfolio Associate (Loan Servicing Support)

Supervisor: Portfolio Management Team Lead (Senior Portfolio Officer)

Full Time/Non-Exempt/In Office

Position Purpose:

The Portfolio Associate supports the portfolio management team and helps small business owners achieve their financial goals of successful business ownership and growth through loan servicing and post-loan technical assistance.

Essential Functions:

PORTFOLIO MANAGEMENT: Supports the management of a portfolio of active borrowers. Manages all aspects of manual payments, collateral retention and release and first loss payee management. Supports loan collection, collateral repossession and liquidation efforts. Performs data entry and ensures data is accurate, complete and updated as needed. Tracks pre-disbursement conditions and ensures they are complete prior to disbursements.

LOAN CLOSING: Manages the Operational Closing Process for all Paid in Full Loans, Modified Loans and Charged Off Loans. Ensures electronic and hard records are properly maintained. Manages the generation of accurate loan closing documents and performs closings upon supervisor's requests. May manage Operational Closing Process for New Loans upon direct supervisor's requests.

TECHNICAL ASSISTANCE: Provides some technical assistance to borrowers and connects borrowers to business consulting team for in-depth technical assistance. Interacts regularly with borrowers to provide support and answer questions.

PORTFOLIO COMPLIANCE: Supports the generation and development of internal and external funder compliance reports (e.g. CDFI, SBA, CHFA and Quarterly Reviews). Responsible for depositing CHFA fees and for ensuring CHFA CCR forms are properly filed.

Ensures all electronic and paper records are complete and organized.

External Credit Committee (ECC) Compliance: Supports the Investment and Portfolio Management teams with ECC meetings and assignments.

OTHER DUTIES

- Attends functions and represents CEDS Finance inside and outside of working hours.
- Performs other duties as assigned by management

Qualifications and Essential Skills:

- Bachelor's degree in Finance, Economics, Accounting, Business Management or a related field.
- Proactive, professional and hardworking with strong organizational and analytical skills.
- Ability to communicate, gain trust, and work with low-income individuals of wide-ranging cultures.
- Ability to work effectively in a team and operate independently as tasks require.



- Proficiency with MS Office Suite (Word, Excel and PowerPoint). Intermediate Excel skills with the ability to understand and write basic formulas, develop charts and graphs for presentations, and summarize large datasets.
- Fluency in Spanish, Arabic, Somali or Oromo highly preferred
- Valid driver license and access to a vehicle is required for the accomplishment of off-site tasks related to collateral perfection, mailing, and bank deposits.

Salary & Benefits:

Hiring range \$52,000 - \$63,000

Health/Dental/Vision benefits

Flexible Spending Account

Retirement plan with employer match

Paid time off & holidays

How to apply:

Submit your resume AND a cover letter that addresses your qualifications for the position to HR@CEDSFinance.org with the text "Loan Servicing Support Position" in the subject line.

About CEDS Finance:

CEDS Finance is a nonprofit microlender whose mission it is to support the American Dream of financial self-sufficiency by assisting refugees, immigrants, and those from underserved communities in Metro Denver through access to capital and small business support. We are a team of passionate, high-performing professionals seeking like-minded individuals to join our team.

CEDS Finance provides equal employment opportunities (EEO) to all employees and applicants for employment without regard to race, creed, color, national origin, sex, sexual orientation, gender identity and expression, marital status, religion, ancestry, mental or physical handicap, or age. In addition to federal law requirements, CEDS complies with applicable state and local laws governing nondiscrimination in employment. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.