



Senior Portfolio Officer

Status: Full Time/Exempt

Supervisor: Director of Lending & Portfolio Management

Revised: 9/11/2023

Position Purpose:

The Senior Portfolio Officer effectively manages a team of two to five portfolio officers, and supports small business owners in the achievement of their financial goals of successful business ownership and growth through loan servicing and post-loan technical assistance.

Essential Functions

DEPARTMENTAL OVERSIGHT: Manages and directs the work of the portfolio management team

PORTFOLIO MANAGEMENT: Manages a portfolio of active borrowers by developing and maintaining relationships with borrowers, and performing site visits as necessary

TECHNICAL ASSISTANCE: Provides one-on-one technical assistance (TA) to borrowers, within assigned portfolio, depending on each business's unique needs

TROUBLED LOAN MANAGEMENT: Responsible for late loan management, including loan modifications, defaults, and charge offs within assigned portfolio

LOAN CLOSING: Manages and executes the loan closing process, and collaborates with the underwriting team to ensure a smooth borrower relationship transition

OUTREACH: Speaks on behalf of CEDS Finance at outreach events, sits on panels and speaks to potential stakeholders as an ambassador of the organization

Primary Job Duties:

DEPARTMENTAL MANAGEMENT

Serves as the team lead by providing direct oversight of the team's work. Provides coaching and mentorship to team members. Assigns work tasks and monitors work quality, speed, and accuracy. Provides performance - and goal-related feedback to team members, leads department meetings, provides quality communication to team from management, and represents the team's interests and needs to management through participation in weekly Management Team meetings. Ensures adherence to policy, manages scheduling to ensure adequate in-office and task coverage

LOAN CLOSING

Completes all types of loan closings (new, operational, paid in full, charge off) in a timely manner and ensures adherence to loan file management guidelines

Requests loan disbursements, ensuring proper documentation is obtained and compliance is upheld, working actively to prevent the occurrence of fraud

Responsible for collateral and first loss payee management

PORTFOLIO MANAGEMENT

Manages the client payment process and monitors payment status of assigned portfolio, ensuring payments and data are recorded in a timely manner

Pursues collection efforts in a timely manner, addressing missed, late, and rejected payments

Manages client requests for off-cycle payment draws

Responsible for accurate and complete data entry to the loan management software to ensure accuracy of client contact information, client batch payments, and the implementation of new fund sources

Performs regular reviews of each loan in the portfolio to manage the annual risk rating process

Assists with the collection and analysis of loan portfolio data and the preparation of reports for internal and external audiences

TROUBLED LOAN MANAGEMENT

Responsible for the collateral surrender and liquidation process within the assigned portfolio

Maintains relationships and seeks proactive communication with borrowers to address and rectify late payments

Monitors and identifies client issues within the portfolio. Attempts to resolve client issues and/or brings to the attention of the Director of Lending

Prepares and delivers client communication for delinquent borrowers, including letters of default, right to cure, late letters, etc., as well as calling, emailing and visiting clients

TECHNICAL ASSISTANCE

Follows up on the TA Recommendation Plan with clients in the assigned portfolio to ensure that clients are following the plan and/or provides additional assistance to help them follow the plan

Assesses TA needs and makes recommendations, as necessary, for in-depth TA work with the business consulting team

PORTFOLIO COMPLIANCE

Responsible for external funder database management

Responsible for managing all aspects of an external collateral credit reserve program

Performs periodic internal audit reviews to prepare the organization for external audits

Manages credit disputes and ensures periodic credit reporting submission

Generates and develops external funder compliance reports (e.g., CDFI and SBA), and ensures reports are accurate and complete

Ensures all electronic and hard-copy borrower files are maintained to internal standards

Ensures all client databases are accurate and up to date

Performs quantitative and qualitative analysis on the loan portfolio

Responsible for perfecting collateral and securing first loss payee

OTHER DUTIES

Performs other duties as assigned by direct supervisor and Executive Director

Qualifications and Essential Skills

B.A. or B.S. degree is required; preference for a degree in Finance, Economics, Accounting, Business Management. Master's degree is strongly preferred

Two to five years experience (domestic or international) in micro-lending, small business lending, commercial portfolio management, impact investing, finance, and/or business consulting

Experience with financial analysis including understanding of financial statements and ratios

Experience in speaking to a variety of audiences and stakeholder groups

Ability to communicate, gain trust, and work with low-income individuals of wide-ranging cultures

Ability to speak more than one language highly recommended

Proven ability to work effectively in a team, supervise team members, manage the assignment of work tasks to team members for maximum efficiency, and work cross departmentally in a collaborative environment

Excellent interpersonal and conflict management skills and a proven ability build loyalty and consensus, and to lead a team to success

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

A minimum of two years' experience with loan management systems and databases, credit information systems, and public record research preferred. DownHome solutions, Equifax, and public record systems a plus

Proactive, professional and hardworking with strong organizational and analytical skills. Flexible with an interest to learn and develop professional skills

Interest in impact investing or socially-minded businesses is desired, experience is preferred

Salary & Benefits

Hiring range \$65,000 - \$74,000 annual salary with an annual performance-based bonus

Other Benefits Include

- Competitive health, dental, and vision benefits
- Flexible Spending Account
- 403(b) retirement plan with employer match
- Generous paid time off and holiday policies
- A hybrid in-office/remote work schedule after initial 60-day training period

How to Apply

Candidates should submit their resume and a cover letter that addresses the responsibilities and qualifications listed above to HR@CEDSFinance.org with the text "Senior Portfolio Officer" in the subject line



About CEDS Finance

CEDS Finance is a non-profit micro-lender whose mission 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, and self-managed professionals seeking like-minded individuals to join us

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