



Loan Portfolio Officer Job Description

Status: Exempt
Revised 1/5/2024

Position Purpose:

The Portfolio Officer assists small business owners to achieve their financial goals of successful business ownership and growth through loan servicing and post-loan technical assistance.

Essential Functions:

PORTFOLIO MANAGEMENT: Manages a portfolio of active borrowers through database information input and maintenance. Manages collateral retention and individual borrower risk ratings. Meets with and visits clients on a regular basis.

LOAN CLOSING: Manages the Operational Closing Process for New Loans, Paid in Full Loans, Modified Loans, and Charged Off Loans. Ensures records are complete and organized.

PORTFOLIO COMPLIANCE: Submits monthly and quarterly reports related to our active portfolio.

TECHNICAL ASSISTANCE: Provides initial one-on-one technical assistance (TA) to borrowers, within assigned portfolio, depending on each business's unique needs, and refers borrowers to business consulting team for in-depth technical assistance.

Other Job Duties:

LOAN CLOSING

- Responsible for efficiently and accurately generating documents related to loan closings.
- Completes all types of closings (i.e., new loans/operational closings, paid in full closings, and charge off closings) in a timely manner; and ensures adherence to loan file management guidelines.

PORTFOLIO MANAGEMENT

- Responsible for accurate and complete data entry into the loan management software to ensure accuracy of client contact information, client batch payments, and the implementation of new fund sources.
- Responsible for collateral and first loss payee management.
- Responsible for restructuring troubled debt.
- Manages client bankruptcy process.
- Assists with annual 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.
- Meets with and visits clients on a regular basis.



PORTFOLIO COMPLIANCE

- Responsible for external funder database management (MPERS Reporting).
- Responsible for managing all aspects of an external collateral creditreserve program (administered via CHFA).
- Supports the portfolio manager in performing periodic internal audit reviews to prepare the organization for external audits.
- Assists the portfolio manager in managing credit disputes and ensuring periodic credit reporting submission.
- Supports portfolio manager in generating and developing 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 (Traits, LMI, Downhome Solutions, Air Table etc.).
- Supports the portfolio manager and director in performing quantitative and qualitative analysis of the loan portfolio.
- Responsible for perfecting collateral and securing first loss payee.

TECHNICAL ASSISTANCE

- Assesses technical assistance (TA) needs and makes recommendations, as necessary, for in-depth TA work with the business consulting team.
- Integrates TA in the modification process.

OTHER DUTIES

- Creates and maintains a collateral recovery system.
- Performs other duties as assigned by direct supervisor and Director of Lending and Portfolio Management.

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 loan settlement, micro-lending, small business lending, commercial portfolio management, impact investing, finance, and/or business consulting.
- 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 preferred.
- 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.



- Experience with loan management systems and databases, credit information systems, and public record research preferred. Air Table, DownHome Solutions, Equifax, and public record systems preferred.
- Proactive, professional, and hardworking, with strong organizational and analytical skills.
- Flexible with an interest to learn and develop professional skills.
- Excellent interpersonal and problem-solving skills.
- Interest in impact investing or socially-minded businesses is desired, experience is preferred.

Salary & Benefits:

- Hiring range \$59,000 - \$68,000 annual salary
- Annual performance-based bonus
- Competitive health, dental, and vision benefits, a Flexible Spending Account, 403(b) retirement plan with employer match, and generous paid time off and holiday policies.
- A flexible schedule with a mix of in-office and remote work permitted after an initial eight-week 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 "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 small business support.

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.