



DEVELOPING THRIVING COMMUNITIES

Loan Coordinator
(Salary Range \$42,300 - \$54,450 with benefits + flexible schedule)
Hybrid: Remote + Onsite Hours (up to 20/week)

DevNW and our CDFI partner, Community Lending Works (CLW) are fostering vibrant, inclusive communities by prioritizing housing, asset development, wealth building, and small business development. To do this work we are deconstructing pervasive systems of oppression such as racism, classism, or sexism that maintain persistent disparities and perpetuate deep imbalances in power, opportunity, and wealth.

The Loan Processor critical contributions to this work are the following:

- **Maximize CLW's impact on improving financial well-being for underserved communities by efficiently processing all small dollar loan applications (primarily submitted online), ensuring timely disbursement of funds, and maintaining clear and collaborative communication with applicants throughout the process.**
- **Meet consumer loan production targets and timelines by fostering a culture of collaboration and accountability with the finance team, while maintaining strict compliance with lending and accounting policies.**
- **Become our in-house expert in order to Manage and optimize our online consumer small dollar loan portal, in collaboration with the software company, to enhance user experience and streamline application processing for increased efficiency.**
- **Contribute to CLW's community impact by investigating the challenges that applicants, especially those from rural and BIPOC communities, face when applying for small dollar loans. Analyze your findings, share them with CLW's leadership, and recommend improvements to programs, policies, and technology.**

To excel in this position, you will need these essential lenses:

- A deep understanding of economic inequalities and their underlying causes, including those within the credit system, and a passion for helping underserved individuals and families access affordable consumer loans to improve their financial well-being, build credit, and achieve important life goals such as homeownership.
- Commitment to providing exceptional customer service and handling difficult conversations, such as those related to loan application denials, with a positive and empathetic approach.
- An analytical mindset that enables you to identify patterns and trends in our loan products and processes and develop solutions to increase accessibility of our consumer loans to a wider range of borrowers.
- Recognizing the value of technology in improving client access and organizational efficiency, while acknowledging its limitations in meeting the needs of all individuals.

It is CRITICAL that you have...

- 1-2 years' experience processing consumer loans, including online consumer loans inquires and applications, or similar applications from a related field*



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- Bilingual in English and Spanish, including both written and verbal communication.
- Experience providing exceptional customer service, with a particular emphasis on serving historically underserved communities by expanding their access to banking, credit, and financial services.
- Demonstrated experience with high-volume processing of paperless loan applications and adept use of cloud-based document storage systems.
- Ability to effectively utilize Microsoft Office Suite applications, including Excel, Word, and Outlook, and Zoom as well as experience learning and adapting to new software programs.
- Skilled in using Docuware, DocuSign, and loan servicing or origination platforms.
- Experienced in using batch processing to transfer data between Excel and different database platforms.
- Demonstrated ability to effectively communicate with and manage relationships with third-party technology vendors, such as credit bureaus, online application systems, and cloud file storage providers, to resolve technical issues and optimize system performance.
- Strong communication skills to effectively explain loan documents and closing processes to diverse clients and team members, ensuring the smooth and efficient progress of internal and external processes.
- Skilled in handling challenging discussions in a compassionate and professional manner while centering the client's experience and needs.

**Experience can be a combination of education/field experience that demonstrates required knowledge, skills, and abilities*

Example tasks/responsibilities for the Loan Processor

- Process and close small dollar consumer loans via website generated applications.
- Communicate with clients regarding active loan application questions, additional documentation needed, and final decisions, including by phone, email, and mailed correspondence.
- Upload batches of loan information into loan servicing platforms and/or accounting systems.
- Collaborate with the finance department to ensure timely disbursement of loans according to established procedures and guidelines.
- Monitor and analyze the user journey of online loan applicants to identify pain points and areas for improvement in the loan application process.
- Manage communication and collaboration with online loan portal vendors to ensure smooth functioning of the loan application process, including identifying and addressing any concerns related to the portal's performance or usability, and escalating issues to leadership when necessary.
- Ensure that all necessary loan documents are present and correctly uploaded to the cloud storage system at the time of loan closure.
- Input required client information into loan servicing software, taking care to include critical CDFI demographics, and ensure accuracy and consistency of data.
- Handle the preparation and mailing of required loan notices to applicants, including adverse actions, within specified timeframes.

It is GREAT if you have...



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- Direct experience in loan processing using Nortridge, or another high-volume loan servicing platform.
- Previous experience working in the financial industry, such as with banks or credit unions.

It is a BONUS if you also have...

- Cultural or socioeconomic lived experience navigating systemic barriers to accessing banking and/or credit services, with a deep understanding of the challenges faced by historically marginalized communities.

Apply for this opportunity to support DevNW's suite of programs and services by providing an introduction letter detailing your interest that includes the following by priority date 5/26/2023 to careers@devnw.org:

1. Describe how your journey thus far has prepared you for the Critical Contributions of this position.
2. How have you dealt with a situation where an electronic communication with a client didn't go as planned? How did you handle the situation to ensure that the client's needs were met, and any issues were resolved effectively?
3. Current resume

DevNW is an Equal Employment Opportunity Employer. All qualified persons are encouraged to apply. Applications for employment will be considered without regard to race, color, national or ethnic origin, religion, gender, gender identity, sexual orientation, marital status, age, disability, and any other characteristic protected by applicable law.

Studies have shown that women and people of color are less likely to apply for jobs unless they meet every one of the qualifications listed. We are most interested in finding the best candidate for the job, and that candidate may be one who comes from a less traditional background. If you meet key qualifications for the job, and believe you would be the best fit, we would encourage you to apply; please use your cover letter or introductory email to explain how you will accomplish parts of the job for which you have less experience. If you are unsure whether you meet the qualifications of this position, please feel free to contact us.

DevNW values diversity and supports a welcoming, inclusive environment where all of our employees can thrive. We value a workforce that is representative of the communities we serve.