



Position Description

Title: Loan Servicing Assistant

Reports To: Director of Loan Servicing and Operations

Number of Positions Reporting to this Position: 0

Location: Winston-Salem, North Carolina

Salary: Starting at \$45,000

Partner Community Capital

At Partner Community Capital, we help small businesses get the capital and other resources they need but can't access. We deliver flexible, empowering loans to borrowers in underserved communities, and we connect clients to strategic advisory services so they can make the best use of our capital.

As a certified Community Development Financial Institution (CDFI) we focus on locally owned, environmentally responsible small businesses because they employ and build wealth for entrepreneurs, their families, and their communities.

Position Summary

Are you a dedicated and responsible **Loan Servicing Assistant** seeking a new opportunity and a chance to work for a non-profit organization that helps small businesses obtain the services necessary to succeed?

Partner Community Capital (PCAP) is looking for a Loan Servicing Assistant to join their growing organization and team! As the Loan Servicing Assistant, you will be responsible for performing multiple loan servicing functions to ensure the integrity and accuracy of loan performance, documentation, loan set-up, file maintenance, quality control, and customer service for PCAP's loan portfolio. The Loan Servicing Assistant reports to the Director of Loan Servicing and Operations.

Responsibilities & Scope

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable Accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

- Reviews executed participation documentation for completeness and escalates any discrepancies to the Director of Loan Servicing and Operations.
- Provides required documentation to participant lenders based on the requirements outlined in each participation program's guidelines.
- Monitors loan closings to ensure timely delivery of closing packages to participant lenders.
- Requests and tracks weekly fundings with partner lenders.
- Prepares monthly invoices for accounting to send participant lenders their monthly payments.
- Processes payments received for purchased participations.
- Prepares and sends monthly reports to each participant's lender to ensure accuracy of loan payment allocations.
- Works with accounting for month-end reconciliation duties.
- Assists the Director of Loan Servicing and Operations with projects to improve the participation loan servicing and reporting processes.
- Serves as the "point person" for communication with participant lender representatives.
- Monitors loan delinquency trends to keep lenders abreast of potential customer default.
- Reviews participant lender collection guidelines to ensure accurate and timely delivery of collection notices to borrowers.
- Prepares past due notices for delinquent loans that have participations.
- Serves as back-up to the Loan Servicing Specialist I to process loan payments, payment corrections, disbursements, payoffs, insurance tracking, and loan onboarding practices.
- Works with the accounting team to review and approve all requested loan disbursements from the lending team.
- Answers any general loan related inquiries made by customers and associates via phone and email.
- Scans and files loan documents into permanent retention files on the server.
- Performs file maintenance in core system as instructed by the Director of Loan Servicing and Operations, including but not limited to, interest rate changes, amortization schedules, ticklers, and address changes.
- Pulls and reviews reports as needed.
- Performs other related duties as assigned.

Requirements

High School Diploma and a minimum of one (1) year of commercial loan servicing experience is required.

Our ideal candidate will have knowledge of commercial business and real estate lending terminology and documentation, strong math skills, exceptional organization, analytical, and reasoning skills, self-motivated with the ability to work independently and handle multiple assignments. Familiarity with loan servicing and origination software is also required.

Work Environment

- Work is performed in both remote and in-office settings; in-person meetings, presentations, and events at times.
- Proof of COVID-19 vaccination or qualified exemption will be required.

Link to Apply: <https://www.careers-page.com/human-capital-initiatives-llc/job/L8539XYR>

Partner Community Capital, a Non-Profit Corporation, is an Equal Opportunity Employer who fully and actively supports equal access for all people regardless of Race, Color, Religion, Gender, Age, National Origin, Veteran Status, Disability, Genetic Information or Testing, Family and Medical Leave status, Sexual Orientation and Gender Identity or Expression. Partner Community Capital prohibits retaliation against individuals who bring forth any complaint, orally or in writing, to the employer or the government, or against any individuals who assist or practice in the investigation of any complaint, or otherwise oppose discrimination.