
JOB DESCRIPTION

Position: Portfolio Management Assistant

Responsibilities

The Portfolio Management Assistant provides critical and substantive support to CCLF's lending, marketing and portfolio management programs, enjoying a wide range of duties and responsibilities. The position supports the work of the Director of Portfolio Management (DPM) and the Portfolio Management Team, but also provides specific support to the Director of Lending. The position includes direct and indirect contact with and service to our applicants, borrowers and investors.

- Serve as the liaison in the Portfolio Management Department between the Lending and Finance and Accounting teams for a variety of matters
- Assist the DPM with gathering borrower information for loan renewal and restructure
- Schedule site visits and meetings with borrowers as needed (managed by DPM)
- Process and track draw requests according to established procedures
- Coordinate with Finance and Accounting team to reconcile month end Portfolio Numbers and ensure account accuracy
- Prepare and distribute monthly routine and delinquent invoices to borrowers
- Prepare materials and take minutes for all Loan Committee, Special Assets Committee, and Enterprise Risk Management Committee meetings and schedule other small meetings as needed
- Manage monthly monitoring of customer accounts, record payments, maintaining credit files, borrower insurance and tax compliance, real estate tax payments, UCC filings, deposit account verifications, etc.
- Assist with borrower compliance as necessary
- Serve as the primary contact person on the Portfolio Management Team for investor compliance reports (managed by Director of Portfolio Management)
- Collect, audit and report social impact data on all loans regularly and communicate data to the appropriate teams
- Maintain portfolio reports and analyses for both internal and external use (e.g. Loan Portfolio Ratings Report, portfolio segmentation, charge-offs tracking, repaid loans tracking, collateral tracking, etc.)
- Produce and distribute periodic borrower mailings (e.g. surveys) with supervision from DPM
- Assist with the maintenance of the loan portfolio databases (including borrower addresses) and credit files
- Conduct loan inquiry/intake calls and report the information to the Director of Lending (DOL)
- Schedule follow up calls from the loan inquiries for the DOL.
- Manage the Deal Flow spreadsheet
- Assist with Technical Assistance programs, workshops, and reporting
- Co-lead the annual CDFI Fund application (in cooperation with External Relations Officer and other staff)
- Research programs and initiatives of interest to CCLF as necessary
- Other duties as assigned

Nature & Scope of Working Relationships

The Portfolio Management Assistant position requires maintaining working relationships with fellow team members; borrowers; potential clients; consultants; vendors; financial institutions; other public/private sector institutions; peers in the field of community development; and committee volunteers. This position reports to the Director of Portfolio Management but also works with direction from the Director of Lending.

Major Challenges/Performance Measures

The major challenge of this position is to provide prompt, accurate and superb customer service to a wide array of stakeholders including investors, borrowers and senior management; while insuring a high level of accuracy and quality in loan portfolio reporting.

Performance measures include: maintaining a depth of knowledge of each loan/borrower; proactive and timely problem solving; outstanding customer service; accurate reporting across the organization; and maintaining current, accurate, and organized loan management system and credit files.

Qualifications

The Portfolio Management Assistant will possess the following:

- Working knowledge of affordable housing, economic development and other community financing
- Excellent oral and written communications skills
- Strong marketing skills
- Strong quantitative skills
- Ability to organize and handle multiple priorities simultaneously
- Ability to work with a diverse range of community-based groups
- A keen attention to detail
- Ability to work effectively in a team environment
- Working knowledge of Microsoft Office, Access and/or other database programs
- Working knowledge of GIS software

Minimum educational requirement: Bachelor's degree in urban planning, business, real estate, economics, or a related field.

Work Conditions

Majority of time is spent indoors in an office atmosphere. Occasional local travel may be required. While performing the duties of this job, the employee is regularly required to sit, use hands, talk and hear. This position requires occasional standing, walking, kneeling and crouching. This employee must occasionally lift and/or move up to 25 pounds.



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It is the policy of the Chicago Community Loan Fund not to discriminate against any applicant for employment, or any employee because of age, color, sex, disability, national origin, race, religion, marital status, sexual orientation, gender identity or veteran status.

Please submit your resume and salary history to jobs@cclfchicago.org.