



JOB TITLE: Mail Processor/PSA

REPORTS TO: Management Team

CLASSIFICATION: Non-Exempt

PAY GRADE 4: Starting Wage \$12.44/HR

OPENING DATE: **01/05/2021**

CLOSING DATE: **01/19/2021**

Summary/Objective: LDF Holdings is a portfolio management company working in the online lending industry. Each of our portfolios provide short-term installment loans to the underserved consumers nationwide. As a department of LDF Holdings, the Call Center provides support and full management services to our clients. This operational processing role is fast-paced, high volume and essential to the overall service we provide to our portfolios. The primary responsibility is processing all regular and electronic mail received for our tribal lending entities and other clients.

Requirements of the Job Include: Specific duties include, but are not limited, to the following:

- Receive, sort per portfolio, file, and deliver processed mail electronically and physically in a timely manner
- Operate functional equipment to scan, weigh, log, post, email, deposit and store mail items
- Communicate directly with clients, internal and external, on mail items received and sent
- Identify high risk and priority documents (complaints, subpoenas, legal notices etc.)
- Update and maintain an organized filing system (digital and physical)
- Process and submit payment deposits to our bank partners and clients
- Ensures all procedures reflect current processes
- Receive inbound and/or place outbound calls to applicants and customers
- Meet quality assurance, compliance and other performance metrics
- Assist customers with inquires, concerns, and requests regarding accounts/loans
- Review and verify customer account information

Other Duties: Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the team member for this role. Duties, responsibilities, and activities may change at any time with our without notice.

Required Skills:

- Flexibility with shifting priorities throughout the day/week
- Strong written and verbal communication skills
- Effective time-management and organization skills
- Ability to navigate multiple computer applications using dual monitors
- Ability to work and collaborate in a team environment
- Acute attention to detail

Supervisory Responsibility: This role has no direct supervisory responsibilities.

Work Environment: We operate in a relaxed, family and team-based office environment. Our team is comprised of collaborative, diverse and forward thinking individuals. Collectively, we encourage growth, development, and drive towards success for the team as a whole.



Physical Requirements: The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. While performing the duties of this job, the team member is regularly required to talk and hear. This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets, and bend or stand as necessary.

Position Type/Expected Hours of Work: This is a full-time position. Days and hours of work are primarily Monday through Friday, between 8:00 a.m. to 8:00 p.m. Occasional evening and weekend work may be required as role duties demand.

Travel: Little to no travel is expected for this role.

Required Education and Experience:

- High School Diploma, G.E.D., or equivalent

Preferred Education and Experience:

- 1-year experience in a call center/office/clerical setting

Company Standards: The foundation of success is found in meeting the following LDF Holdings, LLC expectations:

- Attitude of safety first
- Work ethic of loyalty, integrity, pride, perseverance, accountability, respect and teamwork
- Ambition to succeed
- Adheres to company policies and procedures
- Represents the company in a positive and professional manner
- Flexibility to work for extended hours in order to meet deadlines
- Handles oneself with professionalism during stressful situations
- Maintains positive attitude and morale
- Interacts effectively with all members of the company and all outside associates
- Completes responsibilities diligently
- Thinks big picture and takes into account long-term implications of ones' actions
- Works independently, exercises discretion, applies common sense and makes competent decisions
- Complies with designated work schedule
- Uses company resources wisely
- Maintains neat, clean and organized workspace
- Constantly analyzes for ways to improve individual and/or company performance

LDF Holdings, LLC, is committed to a drug-free workplace. To qualify for this position, the individual must submit to and pass a pre-employment drug screen with random testing thereafter.



EEO Statement: LDF Holdings, LLC. provides equal employment opportunities (EEO) to all team members and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity, national origin, age, disability, genetic information, marital status, amnesty or status as a covered veteran in accordance with applicable federal, state and local laws. To the greatest extent feasible, preference will be given to qualified American Indians for employment opportunities.

How to Apply: To apply for this role, please submit an application to:

LDF Business Development Corp.
Attn: Human Resources
Po Box 155
Lac du Flambeau, WI 54538
715.388.0502 (Phone)
866.423.6104 (fax)
hr@ldfbdc.com