



JOB TITLE: Loan Processor (Days)

REPORTS TO: Management Team

CLASSIFICATION: Non-Exempt

PAY GRADE 5: \$13.65/HOUR

OPENING DATE: 03/12/2021

CLOSING DATE: 03/29/2021

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 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 the key service function to our portfolios. The primary responsibility is reviewing, auditing and processing all pending loans for our tribal lending entities.

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

- Reviewing and processing any and all pending loans in a timely manner
- Reviewing, confirming, and processing all transactional batches with our portfolios
- Generating and uploading Automated Clearing House (ACH) files from our portfolio's loan management systems (LMS) to our bank partners and clients
- Auditing pending loans to identify possible risk factors and to ensure compliance across all portfolios and entering data to report records
- Ensures all procedures reflect current processes
- Receive inbound and/or place outbound calls to current, past, and potential loan customers
- Review and verify confidential customer account/loan information using proper scripts
- Enter data into a variety of programs/software applications and reports.
- Provide professional customer service to both customers and service providers with various concerns and requests regarding accounts and pending loan processing in person, over the phone, and via email
- Efficiently navigate multiple computer software applications while speaking with customers/clients on the phone and documenting details using proper procedures and shorthand
- Attend team meetings and ongoing training sessions as deemed necessary by management
- Meet quality assurance, compliance and other performance metrics designed by management

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:

- Strong Dependability and work ethic
- Strong written and verbal communication skills
- Effective time-management and organization skills
- Ability to navigate multiple desktop/web applications
- 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.

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, 8:00AM – 4:30PM. Alternating Saturdays, 9-5:30, with alternating Mondays off and occasional evening hours may be required as duties demand.

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

Required Education and Experience:

- High School Diploma, G.E.D., or equivalent
- 1-year experience in an office/clerical/business setting
- 1-year experience in a customer service role

Preferred Education and Experience:

- 2-year experience in the lending or financial industry

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
866.423.6104 (fax)
hr@ldfbdc.com

Employee Acknowledgment:

Print: _____ Signature: _____ Date: _____