



JOB TITLE: Portfolio Support Agent

REPORTS TO: Operations Supervisor

CLASSIFICATION: Non-Exempt

PAY GRADE 4: STARTING AT \$15.56/HR

OPENING DATE:

OPEN UNTIL FILLED

CLOSING DATE:

Summary/Objective: LDF Holdings is a portfolio management company working in the online lending industry. Each of our portfolios provides 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 contact support role is fast-paced, high volume, and essential to the overall service we provide to our portfolios. The primary responsibility is providing support services to our portfolios by placing or receiving customer calls.

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

- 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 in person, over the phone, and via email.
- Assist customers efficiently and accurately with various inquiries, concerns, and requests regarding accounts/loans
- Assess customer needs, develop, and communicate efforts to recover capital assets on all accounts/loans
- Efficiently navigate multiple computer software applications while speaking with customers 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 or without notice.

Required Skills:

- Operate effectively and calmly under pressure in a fast-paced environment.
- Use superior written and oral communication skills with customers/clients/coworkers/managers.
- Openly receive guidance and/or coaching on job duties, expectations, and processes.
- Practice effective and independent time management and organizational skills.
- Motivate and collaborate in a team environment.
- Efficiently document with accuracy and consistency.
- Respond to customer, client, and vendor complaints both professionally and calmly.

Supervisory Responsibility: This role has no direct supervisory responsibilities.



Work Environment: We operate in a relaxed, professional, and team-based office environment. Our team is comprised of collaborative, diverse, and forward-thinking individuals. Collectively, we encourage growth, development, and success for the organization, our team, and the local community we serve.

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. This position requires the employee to sit for long periods of time, utilize dual monitors, verbally communicate in person and using an internal phone system, type on a keyboard, stand or bend, as necessary.

Position Type/Expected Hours of Work: This is a full-time position. Days and hours of work are primarily Monday through Friday, 8:00 AM to 6:00 PM. Occasional evening and weekend work may be required as job duties demand.

Travel: No travel is expected for this position.

Required Education and Experience:

- High School Diploma, G.E.D., or equivalent
- 1 year of Experience Providing Customer Service

Preferred Education and Experience:

- 1 year of Experience in a Call Center Setting

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

- Demonstrate an attitude of safety first.
- Possess a work ethic consisting of loyalty, integrity, pride, perseverance, accountability, respect, and teamwork.
- Possess an ambition to succeed.
- Adhere to company policies and procedures.
- Represent the company in a positive and professional manner.
- Flexibility to work for extended hours to meet deadlines.
- Handle oneself with professionalism during stressful situations.
- Maintain a positive attitude and morale.
- Interact effectively with all members of the company and all outside associates.
- Consider long-term implications of decisions and actions.
- Work independently, exercise discretion, and make competent decisions.
- Comply with designated work schedule.
- Use company resources wisely.
- Maintain neat, clean, and organized workspace.
- Analyze and implement ways to improve individual and/or company performance.

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.



Required Pre-Employment Screening: LDF Holdings, LLC, is committed to a drug-free workplace. To qualify for this position, applicants must agree to pre-employment drug screening and potential random testing, as required thereafter.

How to Apply: Please complete the online application at WWW.LDFBDC.COM. We highly encourage the attachment of an updated resume when possible.

Additional information regarding the position may be found by contacting:

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

Acknowledgement Signature by Employee is Required Upon Hire:

Print: _____ Signature: _____ Date: _____