



JOB TITLE: Portfolio Support Agent

REPORTS TO: Management Team

CLASSIFICATION: Non-Exempt

PAY GRADE 4: STARTING AT \$12.44/HR

OPENING DATE: ONGOING

CLOSING DATE: ONGOING

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 short-hand.
- 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/vendor complaints 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, 40 hour/week position. Days and hours of work will range from Monday through Friday, between 8:00 a.m. to 6:00 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
- 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:

- 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
- Consistently looks 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

Print: _____ **Signature:** _____ **Date:** _____