



JOB TITLE: ADMINISTRATIVE ASSISTANT

REPORTS TO: CALL CENTER OPERATIONS MANAGER

CLASSIFICATION: NON-EXEMPT

WAGE GRADE 5: \$16.77/HR

POSTING START DATE: 09/10/21

POSTING END DATE: Open Until Filled

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. The primary responsibility of this role will be to assist in coordinating and managing overall administrative projects and activities for the Operations Manager and Operations Supervisors, as delegated by the Operations Manager. Duties include providing administrative support through a variety of daily tasks and projects to ensure the goals of the department are attained.

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

- General understanding of the short-term lending industry as well as each portfolio's operating processes, procedures, applications, software, and systems
- Utilize Microsoft Office software to create, proof and revise a variety of correspondence, reports, presentations, and projects at request of the Operations Manager.
- Coordinate planning and travel for professional development training, conferences, and meetings for Call Center Staff.
- Coordinate calendar appointments and meetings both on and off-site.
- Prepare, transcribe, and distribute meeting materials and minutes.
- Monitor and maintain office supply inventories
- Assist management in providing follow-up correspondence to both internal staff and external vendors regarding procedures, consumer needs, company related issues, changes, or actions.
- Coordinate and maintain electronic records for both internal and external staff and vendors.
- Assist the management team in analyzing data, identifying issues or concerns and developing solutions to resolve administrative problems or inefficiencies.
- Monitor the productivity of portfolios through daily reporting.
- Assist Operations Manager in developing training, policy, and compliance documents that support call center operations.
- All other duties as assigned

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

Required Skills:

- Possess superior written and verbal communication skills.
- Possess effective time-management and organization skills.
- Ability to be proactive, self-motivated, and self-directed.
- Ability to operate calmly in a fast-paced environment.

Last Revised 06/14/2021

Page 1 of 3

LDF Holdings, LLC

P.O Box 231

Lac du Flambeau, WI 54538

A wholly owned instrumentality of the Lac Du Flambeau Band of Lake Superior Chippewa Indians



- Ability to work and collaborate in a team environment.
- Ability to communicate policy and procedure requirements and changes to multiple departments and vendors
- Possess conflict resolution, problem solving, and negotiation skills.
- Maintain a professional attitude and appearance.
- Perform all duties with acute attention to detail.

Supervisory Responsibility: This position has no direct supervisory responsibilities.

Work Environment: This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, scanners, photocopiers and filing cabinets.

Physical Demands: The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee 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 8:30 a.m. to 5:00 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:

- 2-years of administrative experience in an office setting
- 1 year of working experience with Microsoft Office Software and Windows 10 or higher
- High School Diploma, G.E.D. or equivalent

Preferred Education and Experience:

- Associate's degree in business administration or an equivalent study
- 1-year experience in a call center setting or equivalent 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.

Last Revised 06/14/2021

Page 2 of 3

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- 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: _____