



JOB TITLE: PROCESS DEVELOPER AND TRAINER

REPORTS TO: CC OPERATIONS MANAGER

CLASSIFICATION: NON-EXEMPT

PAY GRADE 5: \$16.77/HOUR

OPENING DATE: 06/15/2022

CLOSING DATE: 06/29/2022

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 role is responsible for onboarding and guiding new members to success within our environment. The primary responsibilities of this role are to train, develop and assist new team members for their assigned portfolio and tasks. In addition, the duties of this role include assessing, developing, and maintaining current and new operational and/or compliance processes for fully managed portfolios and portfolios we provide support services to.

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

- Thoroughly understand the short-term lending industry as well as each portfolio's operating process/procedures, applications, software, and other systems used.
- Coordinate the design and delivery of training programs and training documents for operations, including new hire onboarding, ongoing and refresher training to support department efficiency and improvement.
- Assess team training needs and provide feedback to the management team
- Promote quality customer service principle and practices through on-the-spot or scheduled training
- Continuously seek innovative approaches, practices, and processes to improve the efficiency of our training programs
- Ensure that all process/procedural documents are maintained and updated to reflect current processes
- Assist in providing communication and follow-up to ensure all team members are fully informed of all additional information related to the procedures, consumer needs, company related issues, changes, or actions
- Produce new hire skill assessments and ongoing performance reviews as directed by manager in conjunction with 60-day introductory periods.
- Motivate and encourage agents through positive communication and feedback.
- Coordinate assigned projects, ensure projects are completed by target deadlines and provide project status updates to the management team using various reporting and forecasting tools.
- Assist in identifying and correcting potential issues that may have an impact on production, policy, and compliance in call center operations.
- Assist supervisors in evaluating employee's performance by reviewing score cards and QAs on a weekly basis to develop and adjust training as needed.

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:

- Communicate and perform effectively and calmly under pressure in a fast-paced environment.
- Use superior written and oral communication skills with customers/clients/coworkers/managers.
- Exhibit strong presentation, training, and coaching abilities
- Openly receive guidance and/or coaching on job duties, expectations, and processes
- Practice effective and independent time management and organizational skills

Last Revised 8/25/2021

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



- Be self-motivated, proactive, and collaborative in a team environment
- Efficiently document with accuracy and consistency
- Respond to customer/client/vendor complaints professionally and calmly
- Ability to navigate multiple desktop/web applications

Supervisory Responsibility: This role has no direct supervisory responsibilities but does serve as a training resource to numerous positions w/in the Call Center.

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 are primarily Monday through Friday, between 8:00 a.m. to 4:30 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
- 2 Years of experience in a Call Center or multi-agent environment.
- 1 Year of experience developing and implementing training.
- Experience using Microsoft Windows and Microsoft Office in a professional setting.

Preferred Education and Experience:

- Associates Degree in Computer or Business-related field of study
- Experience using computer-based training and/or virtual training software

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.

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- 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:** _____