



## **Director of Lending Services JOB DESCRIPTION**

**Reports To:** COO/Executive VP

**FLSA Classification:** Full-Time, Exempt

**Department:** General Administration

**Location:** Vermont Slauson Economic Development Corp.

### **Position Summary:**

Reporting to the COO/Executive Vice President, the Lending Services Manager must have demonstrated success in growing and managing a lending portfolio. The candidate must have excellent customer service skills, strong organizational skills and the ability to multi-task. Excellent verbal, written communication and presentation skills are required. The candidate must also have a strong knowledge of Microsoft Office products, specifically Excel and Word and exposure to lending software as well as customer relationship/client management systems such as Salesforce. The selected candidate must be self-motivated, demonstrate initiative, have a strong entrepreneurial mindset, and adhere to high ethical standards. The successful candidate must share VSEDC's mission and have a strong desire to provide access to high quality affordable loan products to our small business customers which are principally in low to moderate income areas or may be first time borrower.

### **Essential Duties and Responsibilities:**

- Identifies and creates new business lending opportunities and partnerships related to forwarding the organization's mission of community stabilization and economic development.
- Willing to "roll up his/her sleeves" in helping VSEDC establish and grow its CDFI and other loan programs. Supports all facets of VSEDC Lending activities and ensures attainment of department goals.
- Performs functions within the lending team including underwriting and processing of VSEDC loans as needed to ensure adherence to service level commitments.
- Designs and executes an outreach and marketing plan that results in a significant increase customer leads and conversions.
- Furthers VSEDC's brand through the delivery of exceptional customer service.
- Represents VSEDC's broader mission and programs through network and community outreach opportunities.
- Supports efforts to ensure compliance and adherence to certifications related to lending operations including CDFI annual renewal and NMLS quarterly reporting.
- Works with VSEDC staff to collect and maintain accurate client and program files.
- Cultivates and maintains strong relationships with VSEDC's lending partners.
- Educates lender partners on VSEDC's products and protocol to expedite smooth closings.
- Manages and tracks customers through all stages of lending pipeline, overseeing all activities and work-flow of lending staff and ensures timely and accurate processing of loans.



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- Significant loan closing experience.
- Pre-qualifies customers for the appropriate programs based on individual needs and readiness.
- Supports delivery of customer centric pre-purchase individual and group education to VSEDC customers.
- Acts as a liaison with local organizations for cross referrals.
- Demonstrates sales ability and exceptional customer service skills.
- Takes responsibility for developing and overseeing the lending department budget with a focus on maximizing revenue generation and appropriately managing expenses.
- Performs other duties as assigned.
- Play a significant role in long-term planning, including initiatives geared toward operational excellence.

### **QUALIFICATIONS**

- Advanced knowledge of economic development business lending and financial programs,
- Ability to quickly build a rapport with customers and partners of diverse backgrounds
- This position has been designed as a full time, exempt position with a full VSEDC benefit package.
- Excellent interpersonal skills and a collaborative management style.
- A demonstrated commitment to high professional ethical standards and a diverse workplace.
- Excels at operating in a fast pace, community environment.
- Excellent people manager, open to direction and collaborative work style and commitment to get the job done.

#### **1. EDUCATION AND EXPERIENCE**

- Participating Bachelor's degree preferably in Business, Accounting or Finance; MBA or equivalent preferred.
- 5+ years of supervisory and leadership experience and relevant loan operations management experience preferred
- 7+ years banking experience
- Experience in solving practical problems and deal with a variety of variables in situations where only limited standardization exists.
- Hands on experience working with small business owners is a plus

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*I acknowledge that the above job description is an outline of what is expected of me and it is not all inclusive. Management has the right to change, alter or add additional projects, duties, and/or tasks according to the needs of the organization with or without official updating.*

Employee Acknowledgement \_\_\_\_\_ Date: \_\_\_\_\_

Supervisor Acknowledgement \_\_\_\_\_ Date: \_\_\_\_\_