

## Loan Portfolio and Program Manager

**Village Capital Corporation (VCC)**, established in 1992, is a wholly owned subsidiary of **Cleveland Neighborhood Progress (CNP)**. VCC is certified by the U.S. Department of Treasury as a Community Development Financial Institution (CDFI) and a 501(c)3 nonprofit corporation. CNP was founded in 1988 to serve the unique role of a local community development funding and support intermediary for community development corporations (CDCs), and it is a vital partner to Cleveland's community revitalization efforts.

Our mission is to invest in the revitalization of under-resourced communities in northeast Ohio. VCC makes commercial real estate and small business loans for the purpose of generating social and economic impact in the communities that we serve. Since establishment, VCC has originated over \$140 million in loans and leveraged over \$1 billion in private capital. CNP's mission is to strengthen the community development ecosystem's ability to foster the equitable revitalization of Cleveland's neighborhoods.

### Position

The Loan Portfolio and Program Manager (LPPM) is responsible for the ongoing management of VCC's loan accounts and customer service. Loan servicing responsibilities include collecting payments, disbursing funds, maintaining records, resolving delinquencies, and coordinating loan closings. The position also provides administrative support to the President and assist with the management of certain community development programs. The position reports to the President and interacts closely with VCC's Senior Loan Officer, accounting department, and VCC's outside legal counsel.

### Primary Responsibilities

#### Loan Servicing

- Execute loan operations through disbursement of borrower funding, reconciliation of loan balances with accounting staff, and preparation of loan payoff requests
- Manage loan closings and settlements with outside legal counsel
- Lead financial management of loan portfolio through invoicing borrowers, processing and remitting payments for investors and vendors

#### Portfolio Quality Monitoring

- Maintain strong relationships with borrower portfolio through proactive communication and manage correspondence with borrowers regarding loan status
- Manage portfolio performance through borrower credit files and program files, delinquencies (e.g. collection calls or letters), and portfolio compliance reports
- Process loan close-outs to include processing mortgage releases
- Maintain customer relationship management system (CRM)

#### Program Management

- Serve as first point of contact for public inquires and assist in initial client intake calls
- Provide support for Board and Loan Committee through material preparation
- Collaborate with and assist in program planning and execution
- Build and maintain relationships with key stakeholders across the community development and lending sectors



## Preferred Qualifications

- 3 years of experience in finance or accounting (accounts payables or receivables, cash management, banking, collections, billing, et cetera)
- Excellent knowledge of Microsoft Office Suite
- Excellent communication, organization, and time management skills
- Ability to prioritize multiple tasks and work well with a small staff in a fast-paced environment
- Background in mortgage, real estate, or construction industries helpful
- Greater customer service and relationship skills
- Must demonstrate ability to take initiative and work with minimal supervision

## Additional Information

- Salary range is \$55,000 - \$75,000.
- CNP provides the following for employees:
  - Option to work remotely up to two days per week
  - Medical (80% of premium paid by employer), Vision (100%), and Dental (100%) Insurance available for employees and dependents; first dollar benefits contribution for out-of-pocket healthcare expenses
  - Automatic 2% contribution to 401(k)
  - Fourteen paid holidays, three weeks of vacation, and sick time
  - Generous family leave policies

## Apply

- Interested applicants should provide a cover letter and resume to [careers@clevelandnp.org](mailto:careers@clevelandnp.org).