

PeopleFund Customer Service Representative

Position Location: Austin, TX

Start Date: Immediately

Company Background

PeopleFund creates economic opportunity and financial stability for underserved people by providing access to capital, education and resources to build healthy small businesses.

PeopleFund believes that healthy small business growth is the key to economic recovery and development and that every person, no matter their background or economic situation, has the ability to become a successful entrepreneur and job creator given access to resources they need. Our goal is to give people the opportunity to turn their talents into a sustainable livelihood and achieve financial stability for themselves and their families. We inspire, educate, fund, and elevate clients on the path to prosperity and the American Dream.

Job Description

Assist Loan Officers in the preparation of loan packages while providing exceptional customer service to prospects, clients and partners.

Primary Tasks

- Reports to Senior Loan Officer
- Maintain loan application database MMS
- Assist loan applicants from application to closing (phone, in person, online and email)
- Gather required loan documents from clients and partners
- Assist lending staff with outreach activities (partner visits, presentations, seminars, educational and community events)
- Regularly update and maintain loan production pipeline
- Maintain and track program specific goals and initiatives, including community impact
- Assist with SBA loan processing
- All other duties as assigned

Requirements

- Experience in customer service, loan processing, accounting, and reading financials (preferred)
- Able to prioritize tasks, utilize time efficiently, and have good organizational skills.
- Bilingual desired, but not required

Compensation

Salary DOE. Benefits include medical, vision, dental, life insurance and 401k match.

How to Apply

Please email a cover letter, resume and salary requirements to the Director of Lending, Jemerell Rogers at jrogers@peoplefund.org. No calls please.