

Customer Service Representative

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 the Senior Loan Officer
- Maintains MMS (online loan application system)
- Assists loan applicants from application to closing (phone, in person, online and email)
- Participates in educational seminars and community events
- Regularly updates and maintains production pipeline
- Maintains and tracks program specific goals and initiatives, including community impact
- Assists with SBA loan processing
- Maintains client database
- All other duties as assigned

Requirements

- Experience in customer service, loan processing, accounting, and reading financials (preferred)
- Bilingual (Spanish speaking) desired

Compensation

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

How to Apply

Please email a cover letter, resume, salary requirements and three professional references to the Stochastics Center at sscranton@peoplefund.org. No calls please.