



Asset Protection Specialist - Texas

About PeopleFund

PeopleFund is a non-profit Community Development Financial Institution serving entrepreneurs in the State of Texas and Veteran entrepreneurs nationally. We have a mission to create economic opportunity and financial stability for the underserved by providing access to capital, education, and resources to support healthy small business growth. Our vision is to be the premier non-profit lender in our space, and we execute our mission through values of service before self, integrity, and excellence in all that we do.

About the Role

This position's primary role is to manage a non-performing loan portfolio and protect asset quality. The position will be the point of contact for all collections, past due, and modifications. Position will manage problem loans, negotiate, and enforce payment modifications, loan restructures, and collections as needed. Responsibilities to include liquidation of assets when necessary and management of SBA guaranty purchase requests. The position will collaborate with legal counsel and report to the Assistant Director, Portfolio Risk. The position is housed within the Credit Department.

Job Duties and Responsibilities include:

- Take ownership of collection matters within assigned portfolio and follow thru until resolved.
- Following PeopleFund policies, negotiate loan modifications, loan restructures, and collect payments on delinquent accounts.
- Meet delinquencies, losses, and recoveries goals/standards.
- Collect quarterly financials from businesses within the assigned portfolio.
- Monitor clients' financials, bank account and credit information. Coordinate effort with Education team to provide technical assistance to at-risk accounts, if there are any identifiable weaknesses that affect the viability of the business. Identify early warnings and implement workout programs.
- Assist with portfolio management (i.e., forecasting loan losses & delinquency control) and improving Asset Protection team's processes.
- Follow up timely and consistently with past due accounts (phone, email, or in person).
- Ensure modified/restructured payments are made as agreed.
- Follow up immediately on all failed promises to pay.
- Package and submit SBA Guaranty purchase requests. Follow up with SBA as needed.
- Collaborate with attorney and/or legal counsel; including but not limited to active bankruptcies within assigned portfolio.
- Initiate legal collection action if deemed necessary to protect pledged assets.
- Maintain list of reliable/reputable liquidators and vehicle recovery firms.
- Coordinate and process repossession, foreclosure, and sale of repossessed/surrendered collateral.
- Ensure timely liquidation of assets.
- Coordinate Site Visits (engagements) with 3rd party company.
- Properly and regularly, communicate with Education, Lending, and Loan Administration teams.
- Participate in weekly department and team meetings.
- Run Aging reports weekly and Maturity reports monthly.
- Follow up on assigned ACH returned payments.
- Prepare Metro2credit Reporting (monthly) – to be reviewed by Senior team member before submission.
- Manage credit disputes and credit verifications (non-E-Oscar disputes only).
- Manage release of collateral requests within assigned portfolio – authorization to release collateral up to \$5k. Requests >\$5k (up to \$10k) to be approved by Senior Asset Protection Specialist. Requests >\$10k to be approved by Assistant Director, Portfolio Risk.
- Responsible for vehicle title management.
- Conduct all other duties as assigned.

Requirements:

- 2+ years of collections field experience preferred
- Knowledge of finance/basic accounting
- Bachelor's degree preferred or equivalent experience
- Excellent skills in managing multiple tasks requiring strong attention to detail
- Proficient in Microsoft Office 365
- Strong communication skills
- Willing to work remotely and autonomously, if needed
- **Preferred:**
 - Spanish preferred but not required
 - Specific experience working with small business support organizations

Key Performance Indicators (KPIs) Based on geographic portfolio distribution and organizational goals; the metrics listed below help determine how your performance in this position will be evaluated (including but not limited to):

- 30+day delinquency rate → 5% or less of portfolio
- Net Charge off rate → 4% or less of portfolio
- Troubled Debt Restructure rate → 5% or less of portfolio

Benefits and compensation

Compensation commensurate with experience. PeopleFund provides the following benefits for employees:

- Medical, dental, vision, and life insurance (PeopleFund pays 100% of the base medical insurance premium for the employee)
- Paid time-off earned each pay period (starts at 120 hours annually)
- 11 paid holidays annually
- Use of the company vehicle for work-related purposes
- Flexible Spending Account (FSA) and Health Savings Account (HSA) available for qualifying medical plans and expenses
- Dependent Child Care Spending Account available to employees who qualify
- 401(K) retirement plan with 4% employer match
- Monthly cell phone allowance \$50.00 - if configured and used to receive and send PeopleFund calls and emails on a personal device

To apply for this position, please upload a resume and cover letter to: <https://peoplefund.org/employment/>.