



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

## **Asset Protection Specialist**

### **Job Description:**

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.

### **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
- Strong communication skills
- Willing to work remotely and autonomously, if needed
- Spanish preferred but not required
- Specific experience working with small business support organizations (preferred)

**Employee Benefits** - PeopleFund provides the following benefits for employees:

- Medical, dental, vision, and life insurance coverage. PeopleFund pays up to 100% for employee only
- Paid time off and 12 paid holidays
- 401 (k) retirement plan with match
- Flexible Spending Account (FSA) and Health Savings Account (HSA) available for qualifying medical pans and expenses
- Dependent Child Care Spending Account available to employees who qualify
- Monthly cell phone allowance (if configured and used to receive and send PeopleFund calls and emails on personal device)

**Standard Terms of Employment:**

- Salary commensurate with experience
- Employment offers are subject to acceptable driving record, credit, background, and reference checks
- Work week time of 9:00am to 6:00pm, Monday through Friday. Exceptionally, may require support to events and meetings outside business hours
- Texas is an at-will employment state

**To Apply Please Submit the Following:**

- Resume
- Cover Letter - review the job description, indicating in your cover letter why this opportunity is important to you. PeopleFund is committed to staff development and the organization offers the selected candidate a unique opportunity to grow with it.

Applications will be accepted and reviewed on a rolling-basis.

To Apply go to: <https://peoplefund.org/employment/>

*True to our Mission, PeopleFund is committed to recruiting and retaining a diverse staff, and to creating a respectful workplace anchored in a deep, shared commitment to diversity, equity, and inclusion: we are proud to be an equal opportunity employer. PeopleFund welcomes applications from all qualified persons, including underrepresented groups who can contribute to our Team's capabilities as we work together to meet the needs of underserved communities.*