

CLC Loan Processor

Summary: Responsible for all loan processing/servicing for CLC. Responsible for clerical duties for CLC.

Essential Duties and Responsibilities:

- Handle customer inquiries for CLC loan portfolio (RGV and other franchises).
- Assist employers in program related inquiries and tasks.
- Print reports as needed from CLC loan software.
- Verify bank accounts for customer loans.
- Advise borrowers on financial status, methods of payments.
- Destroy all loan packages after 1-year expiration has been reached.
- Work with CLC borrowers to gather appropriate information for time of application.
- Communicate & work closely with CLC franchise partners.
- Assist borrowers in completing applications.
- Update borrowers on loan status, balance, account information.
- Take customer calls and provide assistance.
- Review queues within KENN software.
- Review delinquency report weekly and make collection calls.
- Work closely with employers to provide support.
- Extensive knowledge of servicing software.
- Communicate with other professional personnel
- Making and receiving phone calls, filing, copying and faxing.
- Process NSF bank reports as needed.
- Mail NSF notices to clients.
- Print all letters in KENN Servicing Queue and mail out to clients

Supervisory Responsibilities: This position does not supervise others.

Qualifications: To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

Education/Experience: High School Diploma or general education degree (GED); or one to three months related experience and/or training; or equivalent combination of education and experience. Experience working in an office setting and with customer service required.

cdcb IS AN EQUAL OPPORTUNITY EMPLOYER

Interested candidates should email resume to Kristine Saldaña at ksaldana@cdcb.org