

Full Job Description
Senior Loan Officer
Newcap, Inc. for Newcap Community Development Fund

Summary of the Role

The Senior Loan Officer, initially reporting to the President/CEO of Newcap Community Development Fund, LLC (NCDF) and ultimately to the Executive Vice President of Community Success, this senior level position has primary responsibility for loans including promotion, analysis, loan packaging, underwriting, loan servicing and required reporting.

This role is responsible for ensuring accountability for agency goals and outcomes according to the strategic objectives of the organization and the requirements of assigned funding sources with a heavy emphasis on setting up and managing our loan portfolio.

This individual must demonstrate strong problem-solving skills, multi-task, effectively communicate with our internal and external customers, have the ability to professionally represent our agency, and have a sense of humor.

This role requires a strong background of working with entrepreneurs and would be entrepreneurs understanding all aspects evaluating business plans, understanding customer and market segments, and performing SWOT analysis.

Essential Values, Behaviors, Duties, and Responsibilities of a Director of Outcomes

Value Set: Working for companies whose values align with your own can help you feel fulfilled and motivated. Visible integrity and characteristics required to be successful in this role include:

1. Your personal achievement is a direct reflection of the success of your division and lending clients through their successes and ability to successfully provide services to meet the needs of those we serve.
2. Collaboration is essential to achieve the best client outcomes
3. Devotion to planning, strategy, and actively achieving outcomes through Newcap's mission, vision, and values as a team and agency

Promotes and Emulates the Following Essential Behaviors

1. Accountability of self
2. Resilience by resetting their vision when needed and placing Newcap on a trajectory toward future success
3. Empowerment by inspiring collaborative efforts, a common vision and systemic change.
4. Articulate the vision where there is potential for mission-based change and then enthusiastically direct the plan for getting there.
5. Use vulnerability to share their stories of struggle and success to connect with staff, the community, board and others in a way that demonstrates their humanity and humility
6. Authentically live their purpose by aligning their passions and skills with what the organization and clients need then showing up authentically for their team, volunteers, board, and donors.
7. Altruistic Perseverance by holding the belief that what we do matters, and the humility to see the potential in everyone. Have an acute awareness that each day without action may mean a life lost.

Responsibilities and Duties

Outcomes:

- As the first hire of Newcap's new lending subsidiary, NCDF, this role will have primary responsibility for setting up the forms and systems as well as establishing a loan committee, loan policies and procedures, create policies and procedures for monitoring health of loan portfolio.
- Prepares comprehensive credit memoranda for Loan Committee review, based on loan application data and other pertinent information collected from the loan applicant(s) as well as other sources.
- Prepares spreadsheets and analyzes loan client financial statements and tax returns using internal computer systems and files.
- Ensures that all credit memoranda are accurate and complete with proper loan structuring, identifies risk analysis and risk mitigation strategies, and adheres to NCDF's Loan Policies and Procedures.
- When appropriate provides post-loan technical assistance to loan recipients and coordinates with Newcap's Success Coaches (as applicable for loan recipients).
- Follows procedures for monitoring the health of their portfolio of active clients, maintaining accurate client financial statements / tax returns, follows up for annual renewals, and updates requirements as defined in Loan Policies and Procedures or as needed.
- Attends Loan Committee meetings and, as needed, participates in credit discussions with Loan Committee members.
- Attends events to promote NCDF's loan products.
- Use agency and grant/contract outcomes as well as grant/contract outputs to drive day to day operations.
- Be able to manage multifaceted projects by understanding multiple grant/contract scopes of work while meeting the needs of clients
- Collaborate with teams throughout the agency to meet and increase the outcomes that address the needs of our clients.
- Creation of loan/underwriting/servicing/monitoring policies and procedures, establishing and managing the Loan Committee, completing required reporting to leadership, board, funders, regulators, and donors.

Documentation:

- Complete all documentation in a thorough and timely manner and adhere to grant/contract specific scopes of work
- Ensure documentation is client driven and is completed in a trauma informed way to meet the needs of the client.
- Use information systems to their full capability.

Resource Utilization:

- Actively participate in agency projects to improve our ability to serve our clients, productivity, and cut costs through innovative initiatives.
- Manage resources provided by grants/contract with full transparency.

Community:

- Establish communication and rapport between persons in community and agency to enhance service delivery.
- Develop and maintain relationships with community advocates to create collaborations.

Agency:

- Adhere to agency policy and procedures.
- Exceptional communication and organizational skills.
- Maintain a positive and respectful attitude.
- Demonstrate flexible and efficient time management and ability to prioritize workload.
- Consistently report to work on time prepared to perform duties of position.
- Has a strong work ethic having the needs of the organization and the clients as the primary priority.
- Ambassador for Newcap, Inc., along with all employees, and responsible for marketing/promoting the organization and its programs both internally and externally.
- Demonstrates leadership to gain and maintain credibility, trust, and respect of all employees.
- Proactively and effectively communicates the knowledge gained from education to others in the organization, through the use of presentations, e-mails, and conversations.
- Knows and upholds the Community Action Code of Ethics
- Knowledge of Newcap's Strategic Plan and how their position impacts it

Baseline Core Competencies Required for Position

- **Decision Making-** Determine issue and circumstance, learn more and create solutions, analyzes the advantages and disadvantages of each option, make choice, communicate the choice, sometimes on the fly and be willing to pivot.
- **Authentic Listening-** Always listening with an open heart to what is being said and not said. Hear one's own inner voice with reflection and contemplation.
- **Communication (Upward/Downward/Sideways)-**
 - **Downward:** Appropriate transmission of information from higher to lower levels of the organization.
 - **Upward:** communications that travel from staff member to leader (This is necessary not only to determine if staff members have understood information sent downward but also to meet the ego needs of staff).
 - **Horizontal:** Enhance Coordination across departments and locations.
- **Accountability-** Being able to answer to the actions and decisions made by you and by those you lead and trust. It means having both the vision of a leader, and the resourcefulness to execute on it.
- **Emotionally Intelligent-** Ability to understand and manage your own emotions, and those of the people around you while understanding how your emotions and reactions affects those around you.
- **Critical Thinking-** Analyze available facts, evidence, observations, and arguments to form a judgement that is thoughtful taking into consideration the back end. There is time to rush/react and there is a time to reflect/resolve.
- **Foresight-** Use strategic intuition in thinking and behaviors. Use intuition based in the past, the present, and the future decision-making process.
- **Flexibility-** Modify their style or approach to leadership in response to uncertain or unpredictable circumstances. Adapt to changes as they come and revise plans to incorporate new innovations and overcome challenges, while still achieving their goals. Be flexible to staff needs and lives outside of the organization.

QUALIFICATIONS, EXPERIENCE, AND SKILLS:

- Minimum five years related work experience including two years in commercial loan underwriting in a non-profit or for-profit environment. Knowledge of SBA guaranteed loan products a plus.
- Bachelor's degree, preferably in business or finance.
- Knowledge of credit principles, policies and practices; financial / cash flow analysis and current lending regulations. (On the job training in underwriting/underwriting software will be provided as needed).

- Excellent mathematical, analytical and computer skills, including strong proficiency in Word and Excel.
- Strong English verbal and written communications skills. Fluency in a second language (Spanish) a plus.
- Ability to work effectively and professionally with internal and external contacts, to maintain confidentiality and to coordinate and prioritize to meet specified deadlines.
- Knowledge of Northeastern Wisconsin with willingness and ability to travel to engage in marketing and outreach activities. Normal office hour are 7:30a m. to 5:00 p.m. May occasionally be expected to work some evenings and occasional weekend days to attend meetings, seminars and community events and travel for multi-day conferences. Successfully operationalizing innovative programs with tangible outcomes based on client need.
- Strong project management skills managing complex, multifaceted projects resulting in measurable successes and program growth.
- Excellent verbal and written communication skills with exceptional attention to details
- Personal qualities of integrity, credibility, and a commitment to and passion for Newcap's mission
- Experience working with low/moderate income individuals and families preferred.
- Evaluation of business proposals together with client financial and business status to assess viability and bankability of proposals; advises clients as appropriate.
- Advising clients in micro and small business management practices, methods, and techniques.
- Providing advice and assistance in the establishment and maintenance of business and financial records and recordkeeping systems, in compliance with all relevant business, accounting, and taxation laws, regulations, guidelines, and standards.