



Position Title: Lending Program Coordinator

Reports To: Director of Lending & Programs

Status: Regular, Full-Time, Non-Exempt (40 hours)

Starting Salary: \$20 - \$23 hourly

Organization overview: Exodus Lending is a nonprofit founded in 2014 helping Minnesotans break the cycle of predatory loan debt (e.g payday, auto title, pawn) through a 0% interest refinancing program. We envision a world where all people are free from the cycles of debt caused by predatory lenders and also work on systems change and advocacy efforts through its coalition, Minnesotans for Fair Lending. Exodus Lending is actively growing and learning and is on the journey of becoming a certified Community Development Financial Institution (CDFI) to expand its programming across Minnesota. As an equity-centered organization with a small and hybrid team, collaboration and open communication is essential. We lean into complexity and challenges with an open mind and a spirit and agility to creatively provide access and opportunity for financially excluded communities.

Position Summary: The Lending Program Coordinator (“Coordinator”) is part of a team of two in this role that serves borrowers through all stages of the loan process for Exodus Lending’s current loan programs: the Predatory Loan Refinancing Program and the recently piloted Resiliency Loan Pilot. The Coordinator will actively facilitate the end-to-end experience from inquiry to application to loan closing or “enrollment” for borrowers who have historically been shut out of mainstream lending. The Coordinator is responsible for evaluating the eligibility and completeness of assigned loan applications. This role involves a high level of engagement with borrowers, with a strong customer service focus. As such, they exemplify patience, empathy, and kindness in their approach. They are passionate about advancing racial equity and economic justice and have a deep understanding of how systemic racism, inequity, and exclusion impact economic opportunities.

Responsibilities

Lending Program Enrollment (50%)

- Respond promptly to assigned program inquiries and organizational partner referrals that come through website, email, and/or phone.
- Review loan requests and communicate (via text, in-person, phone, email) with prospective participants to explain program eligibility, process, and requirements and make referrals to other community partners and resources as needed.
- Send and review loan applications and make decisions regarding loan approval based on underwriting criteria and loan policies, consulting with supervisor and teammates in unique situations.

- If approved and eligible, schedule loan closing or “enrollment” appointments over the phone, in-person, or video conference and walk through all program requirements, loan documents, and disclosures.
- At enrollment, walk the participant through loan repayment options and assist them in signing up for their preferred method, such as the online payment portal.
- Complete payoffs of participant’s predatory loans via phone, online, and/or in-person using a variety of payment methods including debit card, money orders, cashier checks, and/or ACH bank transactions.

Program Administration (30%)

- Ensure the collection and maintenance of accurate and timely data from program participants for data tracking, reporting, and evaluation purposes.
- Perform general data entry and management related to inquiries and prospect tracking and keep detailed records on status of each borrower using Salesforce and loan management software (DownHome Solutions).
- Complete post enrollment administrative tasks like conducting soft pulls of credit reports and updating records in loan management and online accounting softwares.
- Ensure all participant paperwork and documentation is complete and establish, maintain, and update applicant and borrower files in electronic and paper formats.
- Work with the team to suggest changes and improvements based on participant feedback and assist in updating, developing new, and implementing internal and external tools, policies, practices, and systems to make program improvements.

Organizing and Story Support (10%)

- Advocate on behalf of participants with predatory lenders, as needed, and with state regulators including the MN Department of Commerce and Attorney General’s Office.
- Work with the Organizing Director to identify storytellers and share stories of participants with the team for use in advocacy, communications, outreach, and development functions of the organization.
- Participate in periodic community meetings with borrowers and graduates.

Other duties (10%)

- Refer participants to other nonprofit programs available to support participants in reaching their financial needs and goals.
- Represent Exodus Lending in the community, as needed and directed by supervisor.
- Assist in and support the overall efforts of the organization, as needed.
- Ensure privacy of participant personal and confidential information.
- Participate in weekly staff meetings and check-ins with their supervisor.

Qualifications

- Associate's degree or equivalent OR 2+ years experience in customer service, lending, and/or nonprofit program delivery.
- A strong understanding of personal finances, lending, and/or banking a plus
- Demonstrated experience collaborating effectively with people of diverse racial, ethnic, economic, and cultural backgrounds.
- Excellent interpersonal skills and ability to explain complex concepts in simple terms.
- Superior organizational skills and meticulous attention to detail
- Tech-savvy and proficient with Google and/or Microsoft applications and comfortable learning new software and technologies such as Salesforce.
- Proactive and self-directed; energized by problem-solving and teamwork and comfortable with continuous learning and change
- Willing to work a flexible schedule, including occasional evening and weekend hours.
- Must have a personal vehicle to drive to lenders across the Twin Cities metro area to meet participants in the community and make payoffs
- Bilingual competency in Spanish language a plus

Benefits:

- Paid time off, starting with 16.5 PTO days and 10 paid holidays
- Blue Cross, Blue Shield Health Insurance (pays 99% of the monthly premium)
- SIMPLE IRA retirement plan with 3% match
- Hybrid, flexible work environment working part in the office (all staff are on Wednesdays) and part remotely.

How to apply: We are committed to the principles of diversity, equity, and inclusion in our work and are particularly interested in receiving applications from those who have lived experiences similar to our program participants. **We are accepting applications until Thursday, January 18, 2024, note our offices are closed Dec. 21, 2023 to Jan. 1, 2024. If interested, please send a cover letter and resume to jeremiah@exoduslending.org.** Any questions can be directed to Jeremiah Fuller, 612-615-0067 X5.

While subject to change, we plan on conducting phone interviews the 4th week in January and, if invited, in-person interviews the final week in January with an anticipated hire date in mid to late February.

Equal Opportunity Employer statement: Exodus Lending provides equal employment opportunities to all employees and applicants for employment without regard to race, color, ancestry, national origin, gender identity, sexual orientation, marital status, religion, age, disability, gender identity, results of genetic testing, or service in the military.