



JOB TITLE: Portfolio Support Agent

REPORTS TO: Management Team

CLASSIFICATION: Non-exempt

PAY GRADE: GRADE 4 STARTING AT \$12.44

OPENING DATE: AUGUST 8, 2018

CLOSING DATE: ONGOING

Summary/Objective: LDF Holdings is a portfolio management company working in the online lending industry. Each of our portfolios provide short-term installment loans to the underserved consumers nationwide. As a department of LDF Holdings, the Call Center provides support and full management services to our clients. This contact support role is fast-paced, high volume and essential to the overall service we provide to our portfolios. The primary responsibility is providing support services to our portfolios by placing or receiving customer calls.

Requirements of the Job Include: Specific duties include, but are not limited, to the following:

- Receive inbound and/or place outbound calls to applicants and customers
- Review and verify customer account information
- Interact with customer to establish and maintain high quality customer service
- Assist customers with inquires, concerns, and requests regarding accounts/loans
- Develop and communicate efforts to recover capital asset on default accounts
- Meet quality assurance, compliance and other performance metrics
- Meet minimum performance and attendance expectations/quotas

Other Duties: Please note that this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the team member for this role. Duties, responsibilities, and activities may change at any time with our without notice.

Required Skills:

- Strong Dependability and work ethic
- Strong written and verbal communication skills
- Effective time-management and organization skills
- Ability to navigate multiple desktop/web applications
- Ability to work and collaborate in a team environment
- Acute attention to detail

Supervisory Responsibility: This role has no direct supervisory responsibilities.

Work Environment: We operate in a relaxed, family and team-based office environment. Our team is comprised of collaborative, diverse and forward thinking individuals. Collectively, we encourage growth, development and drive towards success for the team as a whole.

Physical Requirements: The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job.



While performing the duties of this job, the team member is regularly required to talk and hear. This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets, and bend or stand as necessary.

Position Type/Expected Hours of Work: This is a full-time position. Days and hours of work are primarily Monday through Friday, between 8:00 a.m. to 6:00 p.m. Occasional evening and weekend work may be required as role duties demand.

Travel: Little to no travel is expected for this role.

Required Education and Experience:

- High School Diploma, G.E.D., or equivalent

Preferred Education and Experience:

- 1-year experience in a call center or equivalent role

Company Standards: The foundation of success is found in meeting the following LDF Holdings, LLC expectations:

- Attitude of safety first
- Work ethic of loyalty, integrity, pride, perseverance, accountability, respect and teamwork
- Ambition to succeed
- Adheres to company policies and procedures
- Represents the company in a positive and professional manner
- Flexibility to work for extended hours in order to meet deadlines
- Handles oneself with professionalism during stressful situations
- Maintains positive attitude and morale
- Interacts effectively with all members of the company and all outside associates
- Completes responsibilities diligently
- Thinks big picture and takes into account long-term implications of ones' actions
- Works independently, exercises discretion, applies common sense and makes competent decisions
- Complies with designated work schedule
- Uses company resources wisely
- Maintains neat, clean and organized workspace
- Constantly analyzes for ways to improve individual and/or company performance

LDF Holdings, LLC, is committed to a drug-free workplace. To qualify for this position, the individual must submit to and pass a pre-employment drug screen with random testing thereafter.

Print: _____ **Signature:** _____ **Date:** _____