**JOB TITLE:** Portfolio Support Agent  
**REPORTS TO:** Management Team

**CLASSIFICATION:** Non-exempt  
**PAY GRADE:** GRADE 4 STARTING AT $12.44

**OPENCING 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 inquiries, 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: __________________