



## Portfolio Manager

*A full-time position based out of the Asheville office*

### BACKGROUND

Mountain BizWorks (MBW) has a mission to build a vibrant and inclusive entrepreneurial community throughout Western North Carolina by helping small businesses start, grow, and thrive. Through our peer-to-peer learning and tailored small business lending programs, we have the honor and privilege to work with over 1,000 area entrepreneurs annually. Further, over the past few years, our local business loan fund has more than doubled in size from \$10 million to now \$22 million in deployed funding. To support this growing client base in a manner that ensures an efficient and effective client experience, we are seeking a new Portfolio Manager to join the Mountain BizWorks team.

### PURPOSE

The Portfolio Manager is an integral member of the Finance department bringing an organized, efficient, and client-centered approach to these primary goals:

- Operate and provide direction for MBW's portfolio management functions in an efficient manner that ensures excellence, compliance, and customer service;
- Ensure timely, accurate, and complete recordkeeping and reporting for internal needs as well as for MBW's range of financial partners;
- Assist with connecting current and prospective loan clients with timely technical assistance via MBW's learning services to help ensure client success;
- Preserve a professional and confidential environment for all lending client activities.
- Be a proactive collaborator and member of the MBW team;

### KEY RESPONSIBILITIES

- Lead the portfolio management team which currently includes this position, Lending Services Associate, and the Finance & Portfolio Associate.
- Loan Closings & Modifications
  - Manage an efficient loan closing process including the support personnel.
  - Maintain audit quality credit and collateral files.
  - Assist the Chief Credit Officer (CCO) and lenders with processing loan modifications.

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- Payment Processing
  - Oversee detailed loan payment processing, ensuring over 600 client ACH loan payments are submitted and collected. Communicate with lenders regarding payment adjustments
  - Manage collection of past due payments.
- Data Management & Reporting
  - Ensure accurate client data entry and management within MBW's loan portfolio software including client and loan details, payments, and associated credit reporting information
  - Lead reporting to MBW's lending partners (e.g., monthly SBA 7a FTA report) via the analysis and completion of detailed financial spreadsheets.
  - Responsible for accurate and timely credit reporting.
- Monitoring & Technical Assistance
  - Work with lenders to gather necessary data on clients (annual tax returns, etc.), as needed for ongoing loan monitoring and reporting.
  - Assist with connecting clients with MBW's Technical Assistance (business coaching and classes) resources.
- SBA 7a Community Advantage Program
  - Provide support and training to other lenders to ensure all 7a loans are processed, closed and monitored in compliance with agency guidelines as set forth by the SBA.
  - Ensure loans placed in liquidation status are processed timely, efficiently and per SBA guidelines.
  - Report monthly to the CCO the status of accounts in liquidation status.
- Operational Excellence
  - Provide consistent and excellent customer service both internally to the Lending and Credit teams and externally to our borrowers.
  - Provide proactive continuous improvement of our portfolio management information system and processes to increase efficiency, reduce errors, and improve client service.
  - Maintain knowledge of MBW's loan application, underwriting process, and the related funding sources (SBA, USDA, EDA, etc.) and associated requirements behind MBW's loan capital.
  - Ensure that all members of the portfolio management team are cross-trained and can deliver on critical processes including loan closing, SBA 7a, ACH, and credit reporting.
  - Work with the Chief Financial Officer on special projects and annual/quarterly reports to financial partners.

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- Additional tasks may include bookkeeping (write checks) and other related accounting and loan preparation.
- Help audit our financial statements for lending funds.

## **MINIMUM REQUIRED EDUCATION, SKILLS, AND ATTRIBUTES**

- Commitment to [Mountain BizWorks' vision, mission, and values](#).
- Must live in [Western North Carolina](#), or be willing to relocate here.
- 3+ years working experience in a similar position focused on detailed financial data management, operations, and reporting.
- Self-driven initiative and performance of the highest quality, with keen attention to detail.
- Advanced capability with Microsoft Excel.
- Nimble and thorough at data entry focused on financial information.
- Ability to independently follow through on tasks and meet deadlines.
- Demonstrable level of organization and time management.
- Confident in ability to assess, troubleshoot and solve problems and hurdles in a fast-paced environment.
- Comfortable spending extended periods of time on accurate data entry.
- Excels in a team-oriented, fast-paced environment.
- Ability to prioritize competing requests and take initiative to meet these deadlines.
- Strong computer proficiency including Microsoft Office, Google Docs, email, CRM or similar database tools; plus an ability to quickly adopt new software.
- Excellent communication skills, both verbal and written, including the ability to competently compose correspondence.
- Familiarity with small business lending processes is preferred.
- Spanish fluency is a plus.

## **OTHER (Supervisory Responsibilities, Schedule, Travel, Physical Demands)**

- This position currently has no supervisory responsibilities.
- Normal business hours are Monday - Friday, 9am - 5pm; however, this position may require some weekend and/or evening work to accommodate the services offered by Mountain BizWorks.
- Occasional travel within the Western North Carolina region required.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- Position duties are performed in a typical office environment, with minimal exposure to excessive noise or adverse environmental issues. Possible prolonged periods sitting at a



desk and working on a computer. The employee may occasionally lift and/or move up to 20 pounds.

Status: Full-time | Salary, Exempt

Reports to: Chief Financial Officer

Work Location: Mountain BizWorks serves the mountains region of North Carolina with offices in Asheville and Boone and a hybrid work environment. This position is primarily based out of the Asheville office, with some flexibility to work remotely depending on current position responsibilities.

## COMPENSATION & BENEFITS

Anticipated starting salary range of \$55,000-65,000 depending on skills and experience. Mountain BizWorks also provides a range of benefits including:

- Medical insurance plans
  - 80% of employee medical paid by employer
  - family coverage paid by employee
- Dental, vision & supplemental insurance options
  - 100% employee paid
- Retirement plan
- 9 paid holidays & 1 day of service
- Paid Time Off (PTO):
  - Earn 18 days/year the 1st year of employment
  - Earn 24 days/year after 1st year of employment
- Professional Development Fund
- Sabbatical Leave Program
- Self-Care Fund
- Flexible schedule opportunities, as permitted by the role and workload

## HOW TO APPLY →

Qualified/interested candidates should email their resume and cover letter (optional) to [careers@mountainbizworks.org](mailto:careers@mountainbizworks.org) with the subject line "Portfolio Manager". Initial applications are requested by May 28. Thereafter, the position will remain open until filled.

*Mountain BizWorks values and respects all types of diversity and strongly encourages applicants from traditionally marginalized groups to apply. We prohibit discrimination and harassment and provide equal employment opportunity without regard to, and not limited to, ethnicity, religion, race, national origin, abilities, gender identity, sexual orientation, age or genetic information.*