Position: Loan Officer

Located in: Raleigh, NC

Background

Since 1987, the NC Rural Center has worked to improve the quality of life for the state’s rural people and places. We operate with the core belief that our rural communities have inherent cultural value and are vital to the overall economic health of our state. We recognize that the changing landscape of rural North Carolina brings with it significant challenges, but we also believe in the resiliency of our state’s rural people and their dedicated stewardship of the communities they call home.

Thread Capital is a North Carolina-based nonprofit organization and a certified Community Development Financial Institution (CDFI) that is a subsidiary of The NC Rural Center. It specifically targets small businesses that are owned by people of color, women, low-income individuals, and rural-based individuals in an effort to make entrepreneurship an achievable goal for any North Carolinian who has a viable business idea. Since its launch in 2018, Thread has worked with thousands of entrepreneurs across North Carolina, providing more than 1,400 loans and disbursing nearly $80,000,000 into local economies.

The Mission

The mission of the NC Rural Center is to develop, promote, and implement sound economic strategies to improve the quality of life of rural North Carolinians. They serve the state’s 78 rural counties, with a special focus on individuals with low-to-moderate incomes and communities with limited resources.

Description Overview

The Loan Officer will report to Thread Capital’s Lending Team Manager and work directly with all members of the Thread team. The Loan Officer will primarily work to expand Thread Capital's impact through direct work with small businesses. They are responsible for generating client leads, meeting loan goals, maintaining portfolio quality, connecting clients to resources that support their success and providing outstanding customer service to existing, past and prospective clients. The Loan Officer will ensure clients know about and can better access Thread Capital's resources. The Loan Officer will provide other support to the Thread team as needed to increase efficiency of operations. The Loan Officer will be expected to maintain the professional standards of Thread Capital as its face to various communities and constituents.

Duties & Responsibilities

Lending
- Meet quarterly loan production, portfolio quality, and technical assistance goals as
- Work closely with clients to ensure client satisfaction throughout the loan application process.
- Effectively meet client objectives and follow-up regularly according to policy; effectively retain renewal clients and convert potential clients into borrowers.
- Obtain information and documentation for individuals that qualify for a loan
- Ensure quality control of all data entry and provide friendly, knowledgeable, and helpful customer service to client inquiries about Thread Capital's loan program and requirements.
- Interview prospective borrowers and assess their ability and willingness to repay a loan.
- Collaborate with underwriters to analyze the information and documentation provided by the client,
determine if the client qualifies for a loan and, if so, make a recommendation for approval.

- Coordinate loan closings, ensuring that all paperwork is accurate and that information regarding loan is properly disclosed to the client.
- Work with clients on a one-on-one basis to deliver a range of financial education services targeted to their individual needs. These include recordkeeping assistance, cash-flow management, credit management, and referrals to other organizations.

**Business Development**
- Identify, initiate and manage strategic community partnerships that increase quality referrals from entities such as financial institutions, nonprofit organizations, government agencies, accountants, lawyers and business officers.
- Represent Thread Capital at networking events, seminars, and conferences; frequently presenting our mission and services.
- Develop, organize, and conduct workshops at Thread Capital and/or in conjunction with community partners positioning our organization as a thought leader.
- Support Marketing and Communications with client success stories.

**Risk Management**
- Oversight of loan portfolio management for all assigned accounts, to include credit reporting, loan servicing and collections.
- As needed, create reports for management, other teammates, and referral partners.
- Management of various vendors as assigned.
- Ensure strong loan performance, including on time payments. Manage collections calls to delinquent clients as needed.

**Be a responsible and responsive team member**
- Maintain current and correct information in CRM and other databases.
- Assist other lending staff in various steps of due diligence and lending process.
- Answer phones, greet visitors, etc.
- Assist with additional special projects as needed.

**Required Skills/Abilities:**
- Bilingual in Spanish and English **preferred**
- 3 years of related experience, lending, accounting, or sales experience preferred
- Proficiency in MS Office—Word, Excel, Outlook PowerPoint and Google Workspace
- Proficiency with various CRM applications
- Excellent written and verbal communication and presentation skills
- Strong organizational skills and meticulous attention to detail
- Creative problem solver
- Ability to work collaboratively in a rapidly changing and diverse environment
- Must be willing to work some nights and weekends when the need arises
- Experience in economic or community development recommended
- Valid driver’s license required

**Compensation and Benefits:** NC Rural Center offers a salary range of $50K to $64K for this position, commensurate with experience. The NC Rural Center offers excellent benefits, including health, vision, and dental insurance, retirement contributions, holidays, and paid time off. The NC Rural Center, and its subsidiary Thread Capital, is an equal opportunity employer. Individuals from underrepresented groups are encouraged to apply.
**How to apply:** Prepare a cover letter and resume specifically tailored for this opportunity and email it as a PDF document to hr@ncruralcenter.org; the subject line of the email should include your name and the position title. **Please note:** position requires regular travel to our Raleigh office and other client and/or regional events as needed. Please visit our website at www.threadcap.org for more information.