



# Portfolio Support Agent

## Five Clans Lending LLC

First Posting: Open to enrolled Menominee Tribal members		
Closing Date: May 18, 2022		Minimum Pay Rate: \$13.50
Grade: 4 Non-Exempt	Status: Regular/Full-Time	Created: 11/21/2019

### General Overview of Job:

Under the general supervision of the Operations Supervisor, the purpose of the position is to provide support services to our portfolios by reviewing loan applications/placing and/or receiving customer calls. The contact support role is a fast-paced, high volume and essential to the overall service we provide to our portfolios.

### Essential Functions:

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

### Minimum Qualifications:

High school diploma, G.E.D or equivalent required. One (1) year experience in customer service required; experience in a call center or equivalent role preferred. MS Windows and Office 2016 or higher preferred.

**Special Requirements:**

Candidate selected for hire must pass a drug test and employment will be contingent based on the results of said test.

Must be able to obtain a lending license in accordance with Chapter 22 of the Menominee Indian Tribe of WI.

**Other Knowledge, Skills, and Abilities:**

- Maintain a neat, clean, and organized workspace.
- Maintain a positive attitude and morale.
- Operate effectively and calmly under pressure in a fast-paced environment.
- Ability to navigate multiple desktop/web applications
- Use superior written and oral communication skills with customers/clients/coworkers/managers.
- Openly receive guidance and/or coaching on job duties, expectations, and processes.
- Motive and collaborate in a team environment.

**Behavior Expectations:**

Must be able to work in a properly collegial relationship with co-workers. Must be able to interact with other departments in a spirit of compromise. Must be able to take on additional responsibilities in a spirit of cooperation and teamwork. Must be able to maintain an atmosphere of trust, fairness, and respect and be mutually supportive with co-workers. Must be able to maintain strict confidentiality.

**To Apply:**

Applicants may complete the online application on our website – [www.wolfriverdevelopment.com](http://www.wolfriverdevelopment.com) or email [HR@wolfriverdev.com](mailto:HR@wolfriverdev.com) to obtain a paper application.

**Required Information/Documents:**

- Resume
- If claiming Tribal Preference – copy of tribal enrollment (Tribal ID or CIB form, etc.)
- If claiming Veteran Preference – copy of honorable discharge paperwork

*Any questions can be directed to Human Resources at [HR@wolfriverdev.com](mailto:HR@wolfriverdev.com) or by calling 715-802-4449*