



Job Description

Job Summary:

The RGV Community Loan Center (CLC) a subsidiary of the Rio Grande Valley Multibank Corp. has created a Valley wide Small Dollar Loan Program. This program is designed to provide a lower cost alternative to expensive and predatory payday and auto title consumer loans. The RGV Community Loan Center (CLC) is looking to fill one vacant position:

Customer Service Clerk

Duties and Responsibilities:

- The CLC Loan Processor Responsible for all loans processing/servicing for CLC. Responsible for clerical duties for the Rio Grande Valley Multibank and Community Loan Center.
- Processes all small dollar loans for CLC
- Processes payments for CLC small dollar loan portfolio
- Prepares daily deposits for loan payments
- Enters cash receipts for refund and prepares documents for refunds
- Reconciliation of daily payments in CLC loan software
- Handle customer inquiries for CLC small dollar loan portfolio (via email, phone and/or in person)
- Verifies all application queues on loan software
- Handles weekly delinquency calls/collection for loan portfolio
- Prints reports as needed from CLC loan software
- Prints reports as need on Loan Software
- Handles NSF reports and processes on customers account and prepares client notices for them
- All other assigned duties

Knowledge, Skills and Abilities

- Customer service role with ability to answer phone calls and provide service and support for customers
- Strong organizational skills to meet deadlines, strong work ethic, good written and verbal communication, attention to detail, flexibility to adapt to new situations or challenges, must work well under pressure and has ability to work as part of a team.
- Can demonstrate basic skills within Microsoft Office, with experience in clerical and office procedures
- Can transition quickly between tasks
- Bilingual in both Spanish and English

Salary will be commensurate with experience. Comprehensive benefit package. Applications will be accepted until position is filled. CDCB is an equal Opportunity Employer.

Job Type: Full-time