



Risk Manager & Workout Officer

Date: May 2019

Reports To: Credit Officer, SVP

Location: All Craft3 Office Locations: WA and OR

FLSA Status: Exempt

Grade: 11-15

CRAFT3 BACKGROUND

Craft3 is a nonprofit Community Development Financial Institution (CDFI) with a mission to strengthen economic, ecological and family resilience throughout Oregon and Washington communities. We do this by providing loans to entrepreneurs, nonprofits, individuals, including those without access to traditional financing. We then complement these financial resources with our expertise, professional connections and other advocacy for our clients. Learn more at www.craft3.org

POSITION PURPOSE

The Risk Manager & Workout Officer is responsible for following the appropriate risk management protocols to minimize losses and maximize resolutions with borrowers. The position focuses on evaluating credit risk, negotiating and restructuring problem loans as administrating the construction and multi-disbursement loan process.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following list is not intended to be all-inclusive. Craft3 reserves the right to change, add or delete responsibilities and duties as seen fit. All employee-specific job duties, priorities, and performance expectations are detailed in their individual performance plans.

Lead Craft3's efforts to reduce losses:

- Manage a portfolio of performing and problem assets, communicate and escalate concerns or borrower limitations to lending and credit personnel. Make recommendations to the Special Assets Committee or Small Loan Special Assets Sub-Committees on appropriate course of action(s).
- Manage client communication, including in-person meetings, site visits, phone calls, and written communications throughout the time the credit is managed by Risk Management.
- Analyze customer performance, credit underwriting and loan documentation to develop and implement modified repayment terms.
- Work directly with assigned borrowers to negotiate work out and recovery plans and track performance.
- Staff the Small Loan Special Assets Sub-Committee; assist in staffing the Special Assets Committee.
- Lead past due payment process, maintain tracking system, manage reporting and generate past due, forbearance or default letters as appropriate. Work with loan officers, and other staff to identify early stage problems and build action plans to prevent further credit deterioration.
- Manage SBA Servicing and Liquidation process.
- Share information and knowledge on challenged credits with colleagues to enhance the knowledge base and productivity across the organization.

Risk Management:

- Administer construction and multi-disbursement loans monitoring process, tracking project progress, ensuring compliance, and managing reporting requirements



- Oversee monitoring of Lines of Credit, including Asset Based Lines
 - Ensure LOCs are monitored, advanced, and repaid according to the terms and conditions of loan approvals
 - Lead ongoing analysis of collateral records and financial reports to assess collateral values to determine credit worthiness
- Perform broader loan portfolio monitoring
 - Follow-up with the Craft3 Loan Officers on exceptions noted from file reviews
 - Work with Loan Officers to ensure Risk Rating Changes are completed in a timely manner with rationale, agree upon steps/benchmarks and timeline are clearly identified
 - Coordinate with the CCO and Special Asset Committees to make loan downgrades to the Watch or Problem lists
- Assist with reviews of Craft3's wholesale loan portfolios.
- Serve as back up on managing Craft3's OREO's and other assets taken in collection actions
- Perform post-closing loan reviews to verify loans were closed as approved and per standard securitization protocols
- Analyze portfolio for trends in risks (e.g. investigate trends in CITs, industry effects on borrowers), as requested
- Collaborate with Consumer Division to identify and implement synergies in past due and recovery process. Portfolio Monitoring

Brand Management

- Support Management and Supervisors Priorities Agreement; Collaboration, Behaviors, Accountability and Compliance.
- Support the organization's All Team performance standards; Companywide Competencies.
- Demonstrate stewardship for the Craft3 Brand.

AUTHORITIES

- Handling Special Asset Credits (working with legal counsel, CITs/Forbearance Agreements, Recovery Plans)
- Loan file reviews
- External Auditing – Craft3's wholesale lending

DIRECT / INDIRECT REPORTS None

PEER POSITIONS – Lenders, Credit Risk Assessment Manager

FINANCIAL IMPACT – Financial Impact - Position is essential to ensuring loan compliance and payment performance on the part of all Craft3 borrowers.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

TYPICAL PROBLEM SOLVING

Apply common sense understanding to carry out detailed and complicated written or oral instructions. Dealing with problems involving many variables in sometimes difficult and stressful



situations. Examples include: resolving staff conflicts, dealing with sometimes irate and impatient users, and managing many simultaneous high priority projects and requests.

MINIMUM EDUCATION AND WORK EXPERIENCE REQUIREMENTS

Minimum three to five years' experience in community development, banking/lending, program management, nonprofit management, and/or customer service; or equivalent combination of education and relevant business experience, particularly in regards to financial analysis, credit review, troubled loans and negotiations.

OTHER SKILLS AND ABILITIES

The ideal candidate will be able to demonstrate the following:

- Passion for improving Pacific Northwest Communities.
- Motivated self-starter with an entrepreneurial spirit.
- Strong work ethic, a high level of integrity, and the desire to achieve.
- Excellent customer service skills including the demonstrated ability to develop relationships with internal and external partners.
- Strong collaboration skills with internal and external colleagues.
- Ability to successfully work with colleagues located in local and satellite offices.
- Effective oral and written communication skills and keen attention to detail.
- Excellent prioritization and organization skills and effective time management to succeed in a semi-autonomous, fast-paced environment.
- Proficiency in Microsoft Suite, shared files system, Contact Relationship Management system.

CERTIFICATES, LICENSES, REGISTRATIONS - None

WORK ENVIRONMENT

This job operates in a clerical office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, and filing cabinets. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to walk. The employee is occasionally required to stand and reach with hands and arms. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision. A level of travel is to be expected with job responsibilities covering a geographic area that includes the States of Oregon and Washington.

How to Apply

Application deadline is **Friday, May 10, 2019**.

Complete job description, application, and benefits online at: www.Craft3.org/Careers/Jobs

Craft3 is an equal opportunity employer; women and minorities are encouraged to apply.