



COMMUNITY RESOURCES

## **NOW HIRING: COMMERCIAL LOAN COORDINATOR**

### **Salary and Benefits**

- **Salary:** \$52,000 – \$57,000 (based on qualifications and experience)
- **Benefits** (eligible after 60 days): Medical and dental insurance; optional Health Savings Account (HSA); life insurance; retirement plan (403(b) with employer contribution (participation eligible after six months); vacation, sick leave, and Employee Incentive Plan.

### **About Frontier Community Resources**

Frontier Community Resources is a private, not-for-profit organization dedicated to fostering economic growth and diversification in southern Idaho. As a Certified Development Company (CDC) recognized by the U.S. Small Business Administration (SBA), we administer the SBA 504 loan program and several other federally funded loan programs in partnership with the Economic Development Administration (EDA), USDA-Rural Development (USDA-RD), and the U.S. Department of Treasury (Treasury).

### **Why Join Us?**

You'll be part of a team that helps Idaho entrepreneurs and small business owners start, grow, and expand their businesses. Join a dedicated team committed to supporting small businesses across Southern Idaho.

### **Position Overview: Commercial Loan Coordinator**

This role plays a critical part in delivering small business lending programs and maintaining compliance with federal and state requirements. The Commercial Loan Coordinator supports loan servicing activities, including payment processing, data tracking, and reporting, while ensuring accuracy, regulatory compliance, and a high level of service to borrowers and partners. This role offers the opportunity to gain hands-on experience in commercial lending, federal loan programs, and financial operations.

### **Key Responsibilities**

- Maintain accurate and up-to-date loan balances, payment histories, and supporting documentation within internal systems.
- Process and reconcile monthly loan payments, ensuring timely and correct application to borrower accounts.
- Partner with the Director of Finance to track, monitor, and reconcile loan program balances and funding activity.
- Monitor for and resolve payment discrepancies, including identifying and following up on returned or insufficient payments to ensure prompt correction.
- Generate and distribute annual interest paid statements in compliance with regulatory requirements.
- Track and verify borrower insurance coverage, ensuring policies remain active and meeting program requirements.
- Provide responsive and professional customer service to borrowers, addressing inquiries related to loan accounts, payments, and documentation.
- Compile, analyze, and validate data to prepare reports for management, audits, and funding partners (e.g., SBA, USDA, Treasury).

- Review loan files for accuracy, completeness, and compliance with internal policies and external regulations, identifying and resolving deficiencies.
- Support process improvements by identifying inefficiencies in loan servicing, reporting, or data tracking and recommending enhancements.
- Assist with maintaining and updating loan management plans.
- Perform additional duties and special projects assigned to support company operations.

### **Qualifications**

Key Skills: Loan servicing, data analysis, regulatory compliance, customer service, financial reporting.

- Associate's degree in business, finance, accounting, or a related field required; bachelor's degree preferred. Equivalent combination of education and relevant experience may be considered.
- Prior experience in commercial lending, banking, financial services, or loan servicing preferred.
- Strong understanding of basic financial concepts, loan documentation, and regulatory compliance principles is a plus.
- Excellent written and verbal communication skills, with the ability to interact professionally with clients, team members, and external partners.
- Demonstrated customer service skills with a commitment to responsiveness, accuracy, and professionalism.
- High level of attention to detail and accuracy, particularly when working with financial data and documentation.
- Proficiency in Microsoft Office Suite (Excel, Word, Outlook) and experience with financial or loan management software; ability to learn new systems quickly.
- Strong organizational and time management skills, with the ability to prioritize multiple tasks and meet deadlines in a fast-paced environment.
- Ability to analyze data, identify discrepancies, and resolve issues with sound judgment.
- Ability to work both independently and collaboratively as part of a team.
- Willingness to support cross-functional activities and adapt to changing organizational needs.
- Experience working with government or federally funded programs (e.g., SBA, USDA, Treasury) is a plus.
- Valid driver's license and reliable transportation required. Mileage is reimbursed at the State of Idaho rate.

### **Physical Requirements**

This position requires frequent standing, walking, prolonged sitting and occasional lifting of materials up to 30–50 lbs. may be required.

### **To Apply**

Submit your cover letter, resume, and references via email to [abrinkman@csi.edu](mailto:abrinkman@csi.edu).

For inquiries, contact:

- Amy Brinkman, Director of Small Business Lending – Ext. 3006

**Deadline:** Applications will be accepted until the position is filled.

**Frontier Community Resources is an Equal Opportunity Employer**