



## Church Development Fund, Inc.

### Job Description

<b>Job Title:</b>	Ministry Development Coordinator
<b>Reports To:</b>	EVP Lending and Investments
<b>Department:</b>	Business Development
<b>Classification:</b>	Full-Time
<b>FLSA:</b>	Salaried Non-Exempt Position

### Summary

The Ministry Development Coordinator will come alongside the EVP of Ministry Lending and Investments and the Ministry Development Officers (MD) serving loan prospects and loan portfolio customers. This role is part of the Ministry Development Team and serves as a strategic support to that team, helping maintain continuity with the customer through the lifecycle of their loan. The Ministry Development Coordinator is responsible for supporting the MDs by connecting with prospective and current borrowers to collect information from church leaders that facilitate the approval, closing, and servicing of new and existing loans originated by CDF Capital. The desired outcome of this role is to elevate the customer experience by navigating the customer through the selected processes with great clarity, communication, and service, while freeing up the MDs so they can connect with more prospects. The ideal candidate is detailed, provides excellent customer service, and can generate the needed customer response while building rapport and credibility. Success in this role requires the ability to serve multiple field team members, plan time efficiently, while prioritizing time sensitive tasks.

### Essential Functions

- The Ministry Development Coordinator will work with each MD, select CDF Team members, and church leaders through the loan approval process up until loan closing.
- In consultation with the MD and Underwriter, the Ministry Development Coordinator will outline CDF documentation needs for the customer after an accepted loan proposal until loan approval to ensure the timely collection of information needed for loan approval, while building familiarity and rapport with the customer.
- Will support the MD in preparing the customer for closing. Ensuring customer alignment with the process.
- The Ministry Development Coordinator will assist each MD to make sure the customer has clarity on what is needed from them and how it fits into the overall processes.

- Will work closely with CDF's Loan Closing team to communicate specific church needs/questions, and to understand timelines for loan closing to best prepare the customer.
- Will connect the customer to CDF Investment Servicing to ensure that all investment contingencies for loan closing are met, as well as working to ensure loan portfolio churches maintain minimum investment requirements annually.
- Will help communicate and facilitate document or information collection from loan portfolio churches when Loan Servicing communicates compliance issues or if documentation or updates are needed from the church.
- Engages in regular (weekly) phone conversations with each MD to review CDF's loan pipeline, address issues with pipeline or portfolio churches, and to be aware of any potential issues that we can run through Loan Closing in advance.
- Will act as a liaison between the MDs and Loan Closing department to understand the status of loans in the closing process, highlight priorities, and be equipped to answer customer questions on timing.
- Works with the customer as a liaison to ensure excellent communication, clarity, and efficient delivery of required documents and information.
- The Ministry Development Coordinator will create and update templates outlining what is needed for a complete loan package.
- Ministry Development Coordinator can work with MDs and EVP to make sure Loan Opportunities are up to date and accurate ahead of loan forecast.
- Works with MDs on Loan Renewals to ensure the timely collection of information needed for loan approval and loan closing.
- Manage all CRM Loan Opportunities in the Loan Application and Loan Proposal process and to provide updates in CRM.
- Perform special projects and other duties as assigned.

**Key Qualifications:**

- A living, vital faith in Jesus Christ with active involvement in a local Christian church
- Previous experience in customer service
- Lending experience is preferred
- Possesses the ability to influence a customer to respond through a process while building rapport, balancing urgency and customer service
- Ability to adjust to multiple demands, shifting priorities, and rapid change to reach ultimate team objectives
- Functions effectively in a collaborative environment

- Able to travel occasionally (once or twice per quarter), staying away from home on selected nights
- A persuasive personality and strong interpersonal skills
- Strong oral/written communication skills
- Strong computer skills including experience with MS Word, Excel, Outlook, and Power Point, as well as familiarity with database programs

### **Working Conditions**

This position requires prolonged sitting, standing, walking, reaching, twisting, turning, bending, and stooping in the performance of daily office activities. It also requires grasping, repetitive hand movements and fine coordination in providing financial reports and data using a computer keyboard. Additionally, the position requires near vision in reading a computer screen. Hearing is required when communicating by phone and/or in person. The need to lift, draft, and push files, paper and documents weighing up to 25 pounds is also required.

### **Equal Employment Opportunity**

CDF Capital is both an equal opportunity employer and a faith-based religious organization. We conduct hiring without regard to race, ethnicity, national origin, citizenship, age, gender, marital status, membership in any labor organization, political ideology, or disability of an otherwise qualified individual. The status of CDF Capital as an equal opportunity employer does not prevent us from hiring staff based on their religious beliefs so that all employees share the same religious commitment, which is central to our mission.