



Operations Supervisor

Five Clans Lending LLC/Four Directions Lending LLC

Second Posting: Open to the public		
Closing Date: May 26th 2022		Minimum Pay Rate: \$19.84
Grade: 10 Non-Exempt	Status: Regular/Full-time	Created: 04-03-2019 Last Updated: 09-03-2020

General Overview of Job:

Under the direct supervision of the Lending Operations Director, the purpose of the position is to assist in implementing new directives; coordinating team activities, schedules, productivity, attendance, and monitoring team performance; providing coaching; and helping ensure goals of the department are attained. In addition, other duties of this role are to assist in operating our fully managed portfolios and assist in providing direction to support services that we deliver to our clients.

Essential Functions:

- Create and modify team member's schedules to match the need of the portfolio and ensure the schedules are adhered by each member
- Thoroughly understand the short-term lending industry as well as each portfolio's operating processes, procedures, applications, software, and systems.
- Motivate and encourage agents through positive communication and feedback and providing coaching when necessary.
- Monitor the productivity of our Portfolio Support Agents and generate reports.
- Assist in monitoring the call center operations to identify and act on both positive and negative performance trends and to ensure attainment of our portfolio's volume goals and performance targets.
- Monitor calls to observe agent's demeanor, technical accuracy, and conformity to portfolio and company policies.
- Assist in providing communication and follow-up to ensure all team members are fully informed of all additional information related to procedures, consumer needs, company related issues, changes, or actions.
- Monitor attendance and manage time off requests.



- Produce performance reviews/evaluations on a quarterly basis.
- Assist in studying and standardizing procedures to improve efficiency of our operations.
- Assist in interviewing, hiring, and onboarding new team members.
- Assist in developing training policy and compliance documents that support call center operations.
- Assist in maintaining harmony amongst the team and being the first point of contact to resolve issues.
- Assist in identifying potential issues that may have impact on production, policy, and compliance.
- Perform related duties as assigned.

Minimum Qualifications:

High school diploma, G.E.D or equivalent required; Associate degree in Business Administration or related field preferred.

Must have two years' experience in supervisory of personnel role, experience using telephone/dialing systems or an equivalent combination of education, training, and experience. Experience in a call center setting is 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 License in accordance with Chapter 22 of the Menominee Indian Tribe of WI.

Other Skills, Knowledge, Abilities:

- Strong dependability and work ethic
- Superior written and verbal communication skills
- Effective time-management and organization skills
- Ability to operate calmly in a fast-paced environment
- Excellent interpersonal skills
- Acute attention to detail



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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 or email 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 or by calling 715-802-4449.