

We're Hiring

PORTFOLIO SUPPORT AGENT

LENDING DEPARTMENT

First Posting: Enrolled Menominee Tribal Members Only.

Closing Date: September 18, 2025

Minimum Pay Rate: \$16.00

Status: Regular Full-Time Hourly

General Overview of Job

The Portfolio Support Agent general supervision of the Operations Supervisor, the purpose of the position is to provide support services to our portfolios by reviewing loan applications/placing and/or receiving customer calls. The contact support role is a fast-paced, high volume and essential to the overall service we provide to our portfolios.

Essential Functions

- Receive inbound applications and/or place outbound calls to applicants and customers.
- Review and verify customer account information.
- Interact with customers to establish and maintain high quality customer service.
- Assist customers with inquiries, concerns, and requests regarding accounts/loans.
- Develop and communicate efforts to recover capital assets on default accounts.
- Meet quality assurance, compliance, and other performance metrics.
- Meeting minimum performance and attendance expectations/quotas
- Perform related duties as directed.

Minimum Qualifications

High school diploma, G.E.D or equivalent required. One (1) year experience in customer service required; previous experience in a call center or equivalent role preferred.

Special Requirements

- Must be able to obtain a lending license in accordance with Chapter 22 of the Menominee Indian Tribe of WI.
- Scheduled work hours Monday through Friday 10:00am to 06:30pm, including some weekends and holidays.

Other Skills, Knowledge, Abilities

- Maintain a neat, clean, and organized workspace.
- Maintain a positive attitude and morale.
- Operate effectively and calmly under pressure in a fast-paced environment.
- Ability to navigate multiple desktop/web applications.
- Use superior written and oral communication skills with customers/clients/coworkers/managers.
- Openly receive guidance and/or coaching on job duties, expectations, and processes.
- Motive and collaborate in a team environment.

Behavior Expectations

Must be able to maintain a positive, professional relationship with coworkers. 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.




Full-Time Benefits:

- Paid Time Off (PTO)
- 401(k) Retirement Plan
- Health, Rx, Vision & Dental
- Flex Spending Account (FSA)
- Basic Life Insurance
- Short Term Disability
- Long Term Disability
- Career Growth Opportunities
- Excellent Work Atmosphere

Apply:

Applications can be submitted through the online application portal or by emailing HR@wolfriverdev.com to request a paper application.

 www.wolfriverdevelopment.com

 W2828 Go Around Road, Keshena WI
Administration Offices - Third Floor



WOLF RIVER
DEVELOPMENT COMPANY

Mission: To assertively build an expanded array of opportunities for the Menominee Nation by staying competitive in tomorrow's world.

Vision: To develop opportunities through sustainable profits.