

Senior Loan Officer

About the Role

DBEDC is seeking a **Senior Loan Officer** to help expand our loan portfolio in underserved areas of Boston. In this impactful role, you'll report to the Director of Small Business and be at the forefront of promoting Dorchester Bay's products while cultivating relationships that generate valuable leads. The entrepreneurial, multi-faceted nature of this position requires a balance of financial expertise, risk management, and relationship building along with a strong commitment to DBEDC's mission of community development and social impact. Your responsibilities will include ensuring an exceptional client experience through intake, loan packaging, and financial analysis. You'll provide credit recommendations based on our underwriting criteria, present final decisions to the CEO and Loan Committee, and guide clients through the closing process. This role will also supervise our Lending Officers, providing day-to-day support, feedback, and motivation, as assigned by the Director of Small Business.

What You Can Expect to Do in the Role (Core Duties and Responsibilities)

Lending and Credit Execution

- Manage the full lending lifecycle from outreach through closing, including pre-screening, underwriting, and presenting loan recommendations to the CEO and Credit Committees.
- Analyze loan applications, financial statements, tax returns, bank records, and collateral to assess creditworthiness, ensuring thorough due diligence at every stage.
- Prepare and submit complete, accurate loan packages and process approvals or denials in accordance with DBEDC's guidelines and compliance standards.
- Collaborate with the Portfolio Manager to monitor loan performance and assist with collection efforts and borrower support when businesses face challenges.

Pipeline Development and Community Engagement

- Proactively generate a robust and mission-aligned loan pipeline through direct outreach, community presence, and field-based relationship-building in Dorchester, Roxbury, Mattapan, and surrounding neighborhoods.

- Build trust and recognition in the community as Dorchester Bay’s lead small business lender by attending public events, tabling, presenting at forums, and following up with prospective clients and referral partners.
- Cultivate and maintain relationships with local entrepreneurs, community organizations, lenders, business associations, and institutional partners to drive consistent, quality referrals.
- Represent DBEDC at business and industry events to raise visibility and expand strategic partnerships.

Client Support and Technical Assistance

- Provide one-on-one coaching to entrepreneurs, helping them clarify goals, navigate financial decisions, and strengthen their businesses.
- Support clients in developing business plans, market strategies, and financial projections to enhance loan readiness and long-term sustainability.
- Identify and connect clients with appropriate technical assistance resources, supplementing capital access with relevant support services.
- Design and deliver workshops on financial topics, such as access to capital and business planning, tailored to the needs of historically excluded entrepreneurs.

Supervision and Staff Support

- Supervise Lending Officers, providing daily support, coaching, and performance feedback as assigned by the Director of Small Business.
- Guide staff on loan structuring, outreach techniques, and client engagement strategies while fostering professional development and accountability.
- Model best practices in relationship-building, credit analysis, and community engagement.

Data, Compliance, and Process Improvement

- Accurately track all client, loan, and outreach activity in the CRM system, ensuring data integrity and using insights to refine outreach strategies and improve service delivery.
- Organize and maintain complete loan documentation in alignment with regulatory and internal compliance standards.
- Monitor market trends and borrower feedback to inform new products, services, or modifications to existing offerings.

Cross-Functional Collaboration and Innovation

- Work across departments to align small business lending with DBEDC's broader community development goals.
- Contribute to the design and launch of new financial products and initiatives that meet emerging needs in Dorchester Bay's service area.
- Share insights and lessons learned from lending activities to inform organizational learning, strategy, and policy work.

What It Takes to Succeed in This Role (Required Qualifications)

Equity-Driven Capital Leader: Deep commitment to economic justice, particularly in reimagining how capital is deployed to historically excluded communities. You understand how systemic barriers shape access to credit and bring a justice lens to every loan decision.

Community-Focused and Mission-Routed: Energized by the opportunity to support under-resourced small businesses—especially those led by people of color, immigrants, women, veterans, and individuals with low to moderate incomes. You view access to capital as a tool for opportunity, stability, and community resilience.

Experienced Lender with Strong Credit Acumen: At least 4 years of direct lending experience, with fluency in loan underwriting, structuring, and closing. Alternatively, significant sales or business development experience in financial services may be considered if paired with a strong lending learning curve.

Financially Fluent and Data-Literate: Skilled at analyzing financial statements, cash flow, ratios, and forecasts. Brings both analytical rigor and the ability to explain financial concepts to clients in clear, empowering language.

Outcomes-Driven Producer: This is a high-accountability role. You are motivated by results, not just process. You consistently meet—or exceed—monthly, quarterly, and annual lending goals tied to the number of loans closed and the amount of capital deployed. You understand that your success is measured by tangible impact, and you bring urgency, focus, and discipline to your work.

People-Centered Communicator: Outstanding written and verbal communication skills, with the cultural competency to build trust with a diverse range of entrepreneurs. Comfortable presenting in person and virtually.

Tech-Savvy and Process-Minded: Proficient in loan origination systems, CRM platforms, and digital tools. You use technology to streamline workflows, enhance the borrower experience, and drive team efficiency.

Relentless Relationship-BUILDER and Pipeline Driver: You are not waiting for referrals to come to you—you go out and build them. You know that relationships are the lifeblood of community-based lending, and you actively cultivate strong referral networks with small business owners, local institutions, and neighborhood partners. You're out in the community, attending events, walking neighborhoods, following up with leads, and earning trust. You are the face of Dorchester Bay's lending program in the community and are driven to build a pipeline that converts into closed loans.

Independent and Entrepreneurial Operator: You don't need a cookie-cutter roadmap—you make one. This role demands someone who is self-directed, highly resourceful, and comfortable with ambiguity. You see gaps as opportunities to lead, and you thrive in environments where you have to build as you go. You take initiative, follow through, and consistently deliver results without needing step-by-step instructions. You are internally motivated, adaptable, and committed to building something that lasts.

Supportive Supervisor and Mentor: In addition to your individual lending responsibilities, you provide direct oversight and guidance to Lending Officers. You coach them on deal structuring, outreach strategies, and client relationship management, helping them strengthen their skills and meet their goals. You offer practical feedback, share knowledge generously, and model the kind of disciplined, mission-aligned lending DBEDC is known for. You understand that your success includes helping others succeed.

Collaborative Contributor and Trusted Teammate: You know how to lead when needed and support when others are taking the lead. You work well across departments and believe that great outcomes come from shared effort. You communicate directly, honestly, and with clarity—even when it's uncomfortable—because you understand that progress often requires difficult conversations. You are committed to solving problems, navigating conflict constructively, and helping your team move through challenges with shared purpose and mutual respect.

Preferred Qualifications

- Experience with the CDFI industry and community-based lending.
- Knowledge of Boston's small business ecosystem.

- Fluency in Cape Verdean Kriol, Haitian Kreyol, Black English Vernacular (BEV), Patois (or English-based Creole), Spanish, or other community languages/dialects.
- Experience in mission-oriented financial analysis, deal structuring, and character-based lending.
- Knowledge of digital communication and social media tools is a plus.

Important Details

- **Salary range:** \$100,000 to \$115,000
- **Schedule:** Some evening and weekend availability required.
- **Location:** This is an in-person role based in Boston with travel required across our service areas. Occasional regional or national travel may be required.

Living Our Values

At DBEDC, our culture is grounded in shared values:

- **Accountability:** We take ownership of our words, actions, and their impacts.
- **Curiosity:** We ask questions, try new things, and learn from experience.
- **Collaboration:** We build trusting relationships internally and externally.
- **Transparency:** We communicate directly, honestly, and with clarity.
- **Innovation:** We embrace change, challenge convention, and adapt with intention.

Benefits

DBEDC proudly offers a total compensation package that goes above and beyond, supporting your health, well-being, and work-life balance. Here's what you can look forward to:

Health and Wellness

- Choose from several generous medical insurance packages with no waiting period.
- Employer-paid dental and vision coverage to keep you smiling.
- Access to Flexible Spending Accounts and the Dependent Care Assistance Program for added flexibility.
- Short-Term Disability, Long-Term Disability, Life Insurance, and Accidental Death coverage for peace of mind.
- On-demand Employee Wellbeing Services to help you thrive.

Lifestyle and Perks

- Access exclusive discounts through our Perks at Work Program.
- Enjoy a flexible hybrid work environment, balancing work and life with ease.

Time Off That Works for You

- Generous amount of vacation time to recharge and relax.
- Seventeen paid holidays, including your birthday, because you deserve to celebrate.
- Fifteen sick days for when you need to rest and recover.
- Three personal days for life's unexpected moments.
- Five volunteer days to give back.

Future-Focused Benefits

- Save for your future with our 403(b)-retirement plan, featuring a generous employer contribution.

Professional Development

- Grow your career with access to professional development opportunities, including workshops, conferences, and training programs.
- Collaborate and learn in a dynamic environment that encourages innovation and skill-building.

At DBEDC, we're not just offering benefits, we're investing in you! Join us and experience a workplace that values your well-being and success while building a brighter future for Dorchester and beyond.

A Final Note

At DBEDC, we welcome and encourage applications from all backgrounds and experiences, including those from unconventional career paths and anyone who can bring fresh perspectives and lived experiences to our team. Together, we aim to build an organization that reflects and celebrates the vibrancy of the communities we serve.