



## VERMONT ECONOMIC DEVELOPMENT AUTHORITY

*and its component units*

Vermont Small Business Development Corporation (VSBDC),  
Vermont 504 Corporation (VT504), and  
Vermont Agricultural Credit Corporation (VACC)

### Position Description

Title: Operations Analyst  
Reports to: Director of Servicing

### Summary

The Operations Analyst supports Director of Servicing functions and works with Chief Operations Officer to develop and implement procedures and workflow solutions that result in optimal operating efficiencies. This position partners with all departments within VEDA and external contacts. The position requires a solid understanding of VEDA's programs and services, information technology, loan systems and processes.

### Essential Job Functions

- Input and analyze loan data
- Process payments in Nortridge, including milk assignments and ACH
- Respond to inquiries from customers, banks, credit companies, independent accountants and lending staff regarding loan status, balances, payoff requests, etc.
- Maintain internal loan rate sheets and corresponding subsidy
- Prepare reporting and reconciliations as needed, including:
  - Loans sold to investors
  - Various on-demand and periodic reporting requests – internal and external
  - Furnish recording and audit data requirements
  - Provide data for marketing and survey needs
- Synthesize data output for varied audiences and presentations
- Capture and expose data for visualization dashboards
- Develop written procedures for existing and new operational functions
- Other duties as assigned

### Education/Experience

- Undergraduate degree in IT / operational studies, finance, business administration or related field.
- 3-5 years of work experience in financial services industry, loan knowledge highly preferred.
- Proven track record in project management.

### Knowledge/Skills/Abilities

- Ability to manage multiple projects and initiatives at the same time.
- Ability to learn and adapt to new software, both front- and back-end.
- Excellent time management and organizational skills.
- Strong proficiency with Microsoft Office suite, well versed in SQL, Access and Excel Query required.
- Strong analytical and detail-oriented aptitude; a high degree of accuracy is required.
- Experience with Nortridge loan servicing software preferred. Working knowledge of Ventures+ and/or Lending Cloud loan management software, a plus.

### Working Conditions

- General office conditions.
- Willingness to travel as required.
- Willingness to participate in / attend events representing VEDA.

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The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all responsibilities and skills required for the position. The Essential Job Functions may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.