



eConsumer Loan Officer (eCLO)

Employee:		FLSA:	Non-Exempt
Department:	Sales & Branch Operations	Updated:	February 2019
Reports To:	Director of eBranch		

SUMMARY: The e-Consumer Loan Officer provides a full range of products and services to members remotely with an emphasis for acquiring, expanding and enriching member relationships. The individual in this position must have knowledge of financial services and products including consumer & mortgage lending, deposit accounts and all self-service products. They must be able to identify and analyze member needs and desires so that they can adequately recommend products and services that best match member needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *Must effectively carry out the essential duties and responsibilities of this position in a manner that consistently demonstrates Sun Federal’s mission and core values in a positive manner. Other duties may be assigned.*

1) Assumes responsibility to develop and maintain quality member relationships.

- a) Provides personalized, professional service to all members in an exceptional manner, seeking out opportunities to exceed member expectations.
- b) Meets expected service levels for wait time and accuracy.
- c) Ensures that all member requests are processed accurately and efficiently.
- d) Always acts in the member’s best interest; consistently educates members about their financial choices including convenience service options.
- e) Consistently recognize opportunities to refer members to Member Service Specialists, Mortgage Loan Officers, Wealth Management, Business Development and other business partners.
- f) Participates in the attainment of individual and branch goals.
- g) Displays sound judgment in handling member requests and exceptions, seeking and documenting approval as needed.

2) Assumes responsibility for effectively receiving, reviewing, processing, and coordinating consumer and business loan functions.

- a) Interviews, takes applications, gathers information, and processes preliminary documentation on consumer loans (Visa, Personal, & Vehicle), Home Equity Lines of Credit and Fixed Home Equity and Business Loan requests through phone and other electronic sources.
- b) Monitors, underwrites, processes and books indirect loans from auto dealers within decision turn-time goal. Decisions within limits of authority or obtain decision with management.
- c) Monitors and books ESSDL (Employer Sponsored Small Dollar Loan) that are received from Sponsor Group Human Resource Departments.
- d) Monitor the CU Student Choice loan requests to verify membership and underwriting. Elevates exceptions to VP of Sales and Branch Operations for decisioning.

- e) Evaluates and verifies loan applications and credit criteria. Computes debt ratios. Verifies employment and income. Determines value of collateral. Requests additional information if required. Takes precautionary measures to identify and prevent fraud.
- f) Approves loans within limits of authority, communicates decisions with members and sends appropriate documentation. Sends loans outside approval authority to Branch Manager for decisioning.
- g) Coordinates, processes and books loans. Ensures that each loan is promptly and properly prepared, documented, processed, approved, and disbursed.
- h) Educates members on e-signature procedures through phone, email and or lifesize. Refers members to Branch when member insists on face to face service.
- i) Offers SunGuard payment protection, Guaranteed Asset Protection (GAP), and Mechanical Repair Coverage (MRC) coverage to members.
- j) Seeks additional lending opportunities within member profiles and credit reports. Creates and develops mutually beneficial solutions (Recaptures) for members and the Credit Union.
- k) Counsels members regarding money management and financial matters including conducting credit report reviews. Assists in counseling members whose loan requests were denied, explaining reasons and alternatives.
- l) Declines loans within limits of authority. Reviews denial recommendations with management when necessary.
- m) Assists in servicing loans by processing such items as payoffs, refinances, address changes, and collateral releases.
- n) Responsible for establishing and modifying automatic transfers of consumer loan payments.
- o) Assists with Quality Control review. Ensures that lending operations are conducted in accordance with established Credit Union policies and are legally compliant. Ensures that loan requests are properly documented.
- p) Recommends to management problem loan workout arrangements, payment extensions, and payment due date changes as needed.
- q) May be responsible for gathering information and processing preliminary documentation on First Mortgage Purchase and Refinances

3) Assumes responsibility for the efficient, effective, and accurate performance of member service functions.

- a) Actively participates in Branch “Playbook” efforts. Makes assigned outbound calls as directed.
- b) Actively and professionally cross-sells Credit Union services.
- c) Takes ownership of problems, shows empathy and apologizes for errors and follows up appropriately. Utilizes member feedback to enhance service quality, creates equitable solutions, and increases member loyalty.
- d) Participates in staff meetings and provides input.
- e) Keeps manager informed of area activities and significant problems.
- f) Assists with collection efforts under direction of direct supervisor. Refers members to Collections department as necessary.
- g) Executes areas of branch Cross Training Matrix as directed by management.

- h) Ensures that work area is clean, secure, and well maintained. Assists with branch/department presentation.
- i) May be responsible for:
 - a. opening new and closing personal and business accounts.
 - b. opening new checking accounts.
 - c. opening, renewing, performing maintenance on, and closing certificate accounts.
 - d. discusses in-depth strategies (i.e. laddering).
 - e. mentoring new lenders.
 - f. notary public duties.

Expectations for Employees

- a) Supports Sun Federal’s mission, vision and values. Makes a positive contribution to business plan objectives and goals.
- b) Understands and adheres to all policies, procedures and regulations. Passes annual compliance requirements.
- c) Responsible for personal development through training, collaboration and teamwork.
- d) Demonstrates professionalism in dress, tone, flexibility and communication.
- e) Consistently acts as part of a cohesive team, demonstrating excellent interpersonal skills and the ability to interact positively with other employees. Maintains open and respectful communication with other departments. Handles conflict directly and discreetly.
- f) Shows empathy and respect in all interactions with members, internal and external.
- g) Takes ownership of job duties as assigned or needed. Participate in assigned projects and training in a meaningful and positive way.
- h) Recommends and develops process improvements and procedures to enhance productivity and improve service.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The individual must be able to successfully pass background checks.

EDUCATION/CERTIFICATION: High school graduate with required loan training and certification.
Ability to maintain current NMLS#.

REQUIRED KNOWLEDGE: Knowledge of Credit Union loan services, policies, and procedures.
Understanding of related legal and regulatory standards, and required loan documentation.
Knowledge of consumer and residential lending practices.

EXPERIENCE REQUIRED: Minimum three to five years of experience in credit and lending at a previous financial institution or one to three years of experience as a Member Service Specialist at Sun Federal Credit Union.

SKILLS/ABILITIES: Excellent interviewing, communication, and public relations skills.

Professional appearance and attitude.

Strong analytical and financial skills.

Ability to operate related computer applications, and other business equipment including calculators, typewriter, printer, telephone, and notary stamp.

Good typing skills.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

TALKING: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

AVERAGE HEARING: Able to hear average or normal conversations and receive ordinary information.

REPETITIVE MOTION: Movements frequently and regularly required using the wrists, hands, and/or fingers.

AVERAGE VISUAL ABILITIES: Average, ordinary visual acuity necessary to prepare or inspect documents or products, or operate machinery.

PHYSICAL STRENGTH: Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. (Almost all office jobs.)

WORKING CONDITIONS No hazardous or significantly unpleasant conditions (such as in a typical office). Ability to handle stressful situations as they occur.

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Ability to deal with a variety of variables under only limited standardization.

Able to interpret various instructions.

MATHEMATICS ABILITY: Ability to compute discount, interest, profit, and loss; commission markup and selling price; ratio and proportion and percentage.

Able to perform very simple algebra.

LANGUAGE ABILITY: Ability to read a variety of books, magazines, instruction manuals, atlases, and encyclopedias.

Ability to prepare memos, reports, and essays using proper punctuation, spelling and grammar.

Ability to communicate distinctly with appropriate pauses and emphasis; correct punctuation (or sign equivalent), and variation in word order; using present, perfect, and future tenses.