

Consumer Loan Officer

Employee:		FLSA:	Non-Exempt
Reports To:	Branch Manager	Department:	Sales & Branch Operations
		Updated:	September 2019

SUMMARY: The Consumer Loan Officer provides a full range of products and services to members 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 so that they can adequately recommend products and services.

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) The Consumer Loan Officer is directly responsible for the following:

- a) Interviewing, taking applications, gathering information, processing documentation, and decisioning consumer loan (Visa, Personal, & Vehicle) requests (within authority level).
- b) Interviewing, taking applications, gathering information, processing documentation, and decisioning Home Equity Lines of Credit and Fixed Home Equity requests (within authority level).
- c) 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.
- d) Cross-selling and referring members to Member Service Specialists, Mortgage Loan Officers, Wealth Management, or other business partners based solely on member needs.
- e) Executing the branch & credit union business plan as assigned, which includes playbook outbounds to members.
- f) Acting as Branch Concierge/Lobby Manager in High-Touch, High-Tech (HTHT) environment.

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

- a) Provide personalized, professional service to all members in an exceptional manner, seeking out opportunities to exceed member expectations and deepen relationships.
- b) Meet expected service levels for wait time and accuracy.
- c) Ensure that all member requests are processed accurately and efficiently.
- d) Always act in the member's best interest; consistently educate members about their financial choices including convenience service options.
- e) Participate in the attainment of individual and branch goals.
- f) Display sound judgment in handling member requests and exceptions, seeking and documenting approval as needed.

3) 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 Business Loan requests.
- b) Serves as a backup for Mortgage Loan Officer. Gathers information and processes preliminary documentation on First Mortgage Purchase and Refinances when needed.
- c) Evaluates and verifies loan applications and credit criteria. Computes debt ratios. Verifies employment and income. Determines value of collateral. Requests additional information if required.
- d) Approves loans within limits of authority, communicates decisions with members and send appropriate documentation.
- e) Declines loans within limits of authority. Reviews denial recommendations with management when necessary.
- f) Coordinates and processes closings. Ensures that each loan is promptly and properly prepared, documented, processed, approved, and disbursed.
- g) Assists in servicing loans by processing such items as payoffs, refinances, address changes, and collateral releases.
- h) Establishes and modifies automatic transfers of consumer loan payments.
- i) Recommends problem loan workout arrangements, payment extensions, and payment due date changes as needed to management.
- j) Offers SunGuard payment protection, Guaranteed Asset Protection (GAP), and Mechanical Repair Coverage (MRC) coverage to members.
- k) Seeks additional lending opportunities within member profiles and credit reports. Creates and develops mutually beneficial solutions (Recaptures) for members and the Credit Union.
- l) Ensures that lending operations are conducted in accordance with established Credit Union policies and are legally compliant. Ensures that loan requests are properly documented.

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

- a) Actively and professionally cross sells Credit Union services
- b) Actively participates in Branch "Playbook" efforts. Makes assigned outbound calls as directed.
- 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) Keeps manager informed of area activities and significant problems.
- e) Opens new and closing personal and business accounts.
- f) Opens new checking accounts.
- g) Opens, renews, performs maintenance on, and closes certificate accounts.
- h) Assists with collection efforts under direction of Branch Manager. Refers members to Collections department as necessary.
- i) May be responsible for:
 - a. running and operating cash drawer.

- b. opening, maintaining, and answering questions regarding Individual Retirement Accounts (IRAs) and Health Saving Accounts (HSAs).
- c. visiting partner Sponsor Groups (SGs) in collaboration with Business Development Officers to establish, build, and deepen relationships.
- j) Executes areas of branch Cross Training Matrix as directed by management.
- k) Ensures that work area is clean, secure, and well maintained. Assists with branch/department presentation.

Expectations for Employees

- 1) Supports and advances Sun Federal's mission, vision, values and culture. Accepts responsibility to live Sun Federal's culture. Makes a positive contribution to business plan objectives, goals and outcomes. Follows Sun Federal's Service Behaviors. Shows professionalism, empathy and respect in all interactions with members, internal and external.
- 2) Takes personal responsibility to actively listen to the members, understand their needs and take initiative to help the member as your first priority. While some have little direct member contact, every position at Sun Federal supports the member.
- 3) Take ownership of job duties. Offer team members assistance when necessary to help develop a fully competent and cohesive workforce. Recommends and develops process improvements and procedures to enhance productivity and improve service.
- 4) Responsible for personal development through training, collaboration and teamwork. Understands and adheres to all policies, procedures and regulations. Maintains knowledge of regulations appropriate for position (i.e. Bank Secrecy Act, OFAC, etc.) and attends all training as it relates to position related regulations.
- 5) Adheres to Sun Federal's security procedures and safeguards member information.
- 6) Demonstrates professionalism in dress, tone, flexibility and communication.
- 7) 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.

PERFORMANCE MEASUREMENTS

- 1) Member services functions are efficiently, effectively, and accurately performed in accordance with established policies, standards, and security procedures.
- 2) Good working relationships and coordination exist with area personnel and Management. Appropriate assistance is provided to area staff as needed. Supervisor is appropriately informed of area activities.
- 3) Required reports and records are accurate, complete, and timely.
- 4) The Credit Union's professional reputation is maintained and conveyed.
- 5) Achieves assigned individual goals.
- 6) Displays professional communication skills at all times.

QUALIFICATION REQUIREMENTS

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. Notary Public required. **Ability to maintain current NMLS#.**

Required Knowledge: Knowledge of Credit Union loan services, policies, and procedures. Understanding of related legal and regulatory standards (i.e. HMDA) and required loan documentation. Understanding of the foundation of determining credit worthiness. Knowledge of consumer and residential lending practices. Familiarity with title reports, insurance, and appraisals.

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. Displays a professional image and attitude that promotes Sun Federal's brand and culture. Demonstrated ability to provide remarkable members service and staff support. Demonstrated ability to work under and meet deadlines; and work with multiple priorities. Strong interpersonal and administrative skills.

Strong PC skills with the ability to use and instruct others on Microsoft Windows, Word, Excel and Outlook; Branch Suite, Loans PQ, and related computer applications. Ability to operate other business equipment including calculators, typewriter, printer, telephone, and notary stamp. Proven teamwork skills. Must be fluent in English with excellent written and verbal communication skills. Demonstrated strong analytical, financial, and problem-solving skills within a retail environment.

PHYSICAL ACTIVITIES AND REQUIREMENTS

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

Reasoning Ability: Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.

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.

JOB DESCRIPTION INTENT & PURPOSE

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well-constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.

Employee Signature

Date

This Job Description is not a complete statement of all duties and responsibilities comprising this position.