

eConsumer Loan Officer (eCLO)

Employee:		FLSA:	Non-Exempt
Department:	Sales & Branch Operations	Updated:	August 2024
Reports To:	eBranch Lending Manager		

SUMMARY: The e-Consumer Loan Officer provides a full range of products and services to members remotely with an emphasis on acquiring, expanding and enriching member relationships. Knowledgeable of Sun Federal CU financial services and products including lending products, deposit account products and all self-service products. Ability to identify and analyze member needs and financial goals to 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) Acts in the member's best interest; consistently educates members about their financial choices including convenience service options.
- e) Identifies opportunities to refer members to Deposit Specialist, Mortgage Loan Officers, Wealth Management and Business Development.
- 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 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 obtains decision with management.
- c) Monitors the CU Student Choice loan requests to verify membership and underwriting. Elevates exceptions to Lending Manager and VP of Sales and Branch Operations for decisioning.
- d) 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.

- e) Approves loans within limits of authority, communicates decisions with members and sends appropriate documentation. Sends loans outside approval authority to eBranch Lending Manager or next level of authority for decisioning.
- f) Ensures that each loan is promptly and properly prepared, documented, processed, approved and disbursed. Follows all loan booking procedures.
- g) Educates members on e-signature procedures through phone, email and or lifestize. Refers members to Branch when member prefers face to face service.
- h) Offers SunGuard payment protection, Guaranteed Asset Protection (GAP), and Mechanical Repair Coverage (MRC) to members.
- i) Seeks additional lending opportunities within member profiles and credit reports. Creates and develops mutually beneficial solutions (Recaptures) for members and the Credit Union.
- j) 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.
- k) Assists in servicing loans by processing such items as payoffs, refinances, address changes, payment adjustments, general maintenance and collateral releases.
- l) 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.
- m) Recommends to management problem loan workout arrangements, payment extensions, and payment due date changes as needed.
- n) 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, renewing and performing maintenance on and closing certificate accounts.
 - c. discusses in-depth strategies (i.e. laddering).

- d. mentoring new lenders.
- e. notary public duties.

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 the priority. While some have little direct member contact, every position at Sun Federal supports the member.
- 3) Takes ownership of job duties. Offers 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.

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 <u>typical</u> office). Ability to handle stressful situations as they occur.
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MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY:	Ability to deal with a variety of variables under only <u>limited standardization</u> . Able to <u>interpret</u> 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.

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 accommodation 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.