



## JOB DESCRIPTION

POSITION TITLE: Consumer Loan Officer I

REPORTS TO: Loan Manager & Branch Manager

EFFECTIVE DATE: September 27, 2021

FLSA STATUS: Full-time, Non-Exempt

Hours: 40

EEO CATEGORY: Administrative Support Personnel

Location: Northwest/  
Queensgate

### I. PRIMARY RESPONSIBILITIES:

Provide information on credit union products and services to members according to all credit union policies and procedures and Federal and State rules and regulations. Prepare, analyze, process and document all required forms and related documentation for consumer loan products. Approve or deny loan applications within prescribed parameters. Promote credit union products and services.

### II. ESSENTIAL FUNCTIONS:

- Interview consumer loan applicants and provide information on consumer loan products that best meet the member's needs. Request and review all required information and documentation to secure a loan.
- Process account openings.
- Assist member in completing loan applications over the phone and/or electronically.
- Obtain and evaluate credit reports.
- Calculate debt-to-income ratios on consumer loan applicants.
- Determine collateral needs and payment plans for members applying for routine loans.

- Notify applicant of loan decision. Correspond with members, applicants, and creditors to resolve questions regarding application information.
- Recommend and outline terms of loan. Inform prospective borrowers of loan commitments.
- Develop and maintain interest rate structure that is consistent with credit union policies and is competitive with current market.
- Review regulations as they apply to installment loan security agreements.
- Cross-sell credit union's products and services by providing general information and directing members to the appropriate person.

### **III. QUALIFICATIONS AND REQUIREMENTS:**

- A high school diploma or comparable.
- Strong multi-tasking and problem-solving capabilities with attention to detail.
- Friendly and helpful demeanor.
- Desire to continuously learn and grow.
- Must be proficient in business and communications software. Experience with computer workstations, general communication networks and Internet technology is essential.
- Strong verbal and written communications skills.
- Ability to operate 10-key adding machine.
- A minimum of six (6) months experience in loan processing.
- Previous customer service or bank/credit union experience required.

### **IV. BEHAVIORAL COMPETENCIES**

#### 1) Core Competencies:

- o Member Focus (internal and external): Builds member confidence, is committed to increasing member satisfaction, sets achievable member expectations, assumes

responsibility for solving member problems, ensures commitments to members are met, and solicits opinions and ideas from members.

- Dependability: Meets commitments, works independently, accepts accountability, handles change, sets personal standards, stays focused under pressure, and meets attendance/punctuality requirements.
- Integrity/Ethics: Deals with others in a straightforward and honest manner, is accountable for actions, maintains confidentiality, supports company values, communicates accurately and timely.

## 2) Job Specific Competencies:

- The position requires an individual who can maintain composure in a variety of situations.
- Teamwork: Works together toward a common goal.
- Communication: Possesses ability to convey information in a professional, precise, accurate, and easy-to-understand manner.
- Job Knowledge: Understands duties and responsibilities, has necessary job knowledge, has necessary technical skills, understands company mission/values, keeps job knowledge current, is in command of critical issues.

## V. WORK ENVIRONMENT/PHYSICAL DEMANDS

- Work is generally performed in an office environment in which there is only minimal exposure to unpleasant and/or hazardous working conditions. Must have the ability to sit for long periods throughout an eight-hour period. Must be able to use a telephone or headset equipment.
- Must be able to lift as much as 20 pounds, perform work at a computer terminal for 6-8 hours a day and function in an environment with constant interruptions.

Any other duties or responsibilities management deems necessary as part of your position.

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