

Spokane Firefighters Credit Union

Job Description

Job Title: Loan Officer II
Department: Loan Department
Reports to: VP of Lending
FLSA Status: Non-Exempt
Revised: 02/20/2020

Position Purpose:

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 mortgage and consumer loan products. Approve or deny loan applications within prescribed parameters. Promote credit union products and services.

Duties & Responsibilities:

General:

- Represent the Credit Union in a courteous and professional manner
- Maintain a positive and helpful attitude with members and co-workers
- Assist with incoming telephone calls when not actively assisting members
- Promote credit union products and services based on member needs
- Comply with the National Mortgage Licensing System and Registry under the terms of the SAFE ACT of 2008
- Follow all policies and procedures of Bank Secrecy Act (BSA), Anti-Money Laundering and Office of Foreign Asset Control (OFAC)
- Maintain work area in a clean, organized and professional manner
- Perform other duties as assigned by the VP of Lending and CEO

Loan Officer:

- Interview consumer and mortgage 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.
- Assist members in completing loan applications in person and electronically.
- Obtain and evaluate credit reports, calculate debt-to-income ratios, establish collateral needs and vehicle book values and determine interest rate structures based on credit union policies and procedures.
- Notify applicant of loan decision, recommend and outline the terms of the loan, prepare closing documents, open new loan and disburse loan funds.
- Ensure mortgage loans of the highest complexity, values and risk are processed accurately and efficiently.
- Service existing loan accounts
- Promote credit union products and services based on member needs that are obtained from member interviews and/or review of member's account. Actively cross sell products.
- Up to date comprehensive knowledge on all credit union products and services that are handled or promoted by the loan department.
- Up to date comprehensive knowledge on all credit union related rules, regulations, policies and procedures that are handled or promoted by the loan department. Maintains pertinent training and certifications
- Responds to members questions, problems and complaints by listening, collecting data, identifying and researching issues and initiating corrective action in a timely manner. Directs unresolved member questions, problems and or complaints to the appropriate staff person for assistance

- Responsible for the proper maintenance of member loan files to include paper and electronic documents
- Responsible for consumer loan collateral insurance tracking and title perfection
- Assists with delinquency monitoring and collection efforts
- Assists in training, advising, and mentoring junior loan officers
- Provides notary services, keeping accurate record of service provided

Minimum Requirements:

- A Bachelor’s Degree from an accredited college or university, preferably in Business or Finance and/or an equivalent level of knowledge such as would be gained with three to five years of experience in a credit union or similar financial institution is preferred.
- Must qualify to be a registered Mortgage Loan Originator (MLO). Registration set forth by National Mortgage Licensing Systems and Registry (NMLS) registration under the terms of the SAFE Act of 2008.
- Thorough knowledge of direct lending, marketing, collections practices, and financial products relative to credit unions as would normally be obtained with 3 to 5 years of progressively responsible experience in a related loan officer position within a financial institution
- Knowledge of credit union products and services, consumer loans, credit granting criteria, collection techniques, and applicable federal and state regulations
- Organizational, analytical, public relations and project management skills; ability to coordinate a variety of projects. With an ability to develop an effective marketing campaign for loans and loan products.
- Proficient knowledge of MS Office programs including Outlook, Word and Excel.
- Strong interpersonal skills required, including maintaining positive relationships and excellent customer service skills.
- Ability to work effectively and collaboratively in a diverse work group, as well as independently with minimal supervision.
- Ability to adapt to changes and prioritize and manage competing demands.
Strong work ethic required, including the ability to complete duties on time, consistently arrive at work on time as scheduled, and ability to work flexible hours.

Physical Abilities

- Must be able to regularly talk, hear, and operate a computer keyboard and mouse in a typical office environment with moderate noise and frequent interactions with members and staff.
- Must be able to occasionally lift, pull/push, and carry up to 25 pounds.
- Must be able to sit for up to 8 hours a day

Acknowledgment:

I, _____, acknowledge, understand and agree to the job duties and requirements for this position.

Dated the _____ day of _____, 2020

Employee Signature