

FIRST COMMUNITY CREDIT UNION

POSITION DESCRIPTION

Title:	Loan Processor
Reports To:	VP of Business Lending
Department:	Loan Department
Positions Supervised:	None
Status:	Non-Exempt
Location:	Jamestown – Administrative Bldg.

Position Summary

The Loan Processor is responsible for the processing of all loans presented to them from the loan officer, and helping them with all loan documentation. The processor is also responsible for answering member inquiries and routing calls to the appropriate lending staff.

Duties/Responsibilities

The following duties are normal for this position, and are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned:

- Enthusiastically supports the credit union's focus on member sales and service.
- Provides sales support to front-line sales functions.
- Actively seeks out sales opportunities and cross-sell opportunities and promotes credit union products and services based on member needs.
- Mail loan applications and/or information to members and prospective members.
- Answer phones for the lending service area and direct calls to the appropriate personnel.
- Type all necessary loan documents for approved loans.
- Review all loan files when a loan has recently been disbursed that you processed. Making sure each loan is properly documented, closed, disbursed, coordinated and filed.
- Check loans for all necessary paperwork, signatures, notices and computer information such as interest rates, loan types, collateral, payment amounts, etc.
- Assist loan officers as directed. Track all work in process. Ensure that the officer completes his work according to set schedules. Report any failure to complete the work and meet the set schedules to loan processing supervisor.
- Maintain orderly files on each account with special attention to complete and accurate detailing of all problems or correspondence.
- Implement new loan products and services in accordance with management direction.
- Notify auto dealerships of any missing paper work.

- Respond to used vehicle inquiries regarding blue book values, transfers, lien releases etc.
- Check documents for proper vesting, legal descriptions, closing dates and signatures, and other relevant data.
- Order Coupon Books.
- Type denial forms for all loans that are declined.
- File and maintain loan records on the computer.
- Purge loan files by destroying out-of-date or unnecessary loan documents.
- Notify vendor to place security interest of credit union on title document.
- Complete paid off loan report, contract beacon score report, HMDA report, real estate irregular payment report, flood certification report, real estate report, federal home loan report, collateral protection insurance report, adjustable rate report, FSA program report, annual pay notices for all branches, delinquency notices and reports, as required.
- Maintain accurate records and track loan information for real estate insurance, non-escrowed taxes, real estate taxes at the court house, pending titles on in-house loans, pending titles on dealer contract/lease loans, ag. insurance.
- Track and maintain status of all lien instruments.
- Maintain escrow accounts for the payment of member's taxes and hazard and private mortgage insurance premiums.
- Order, deliver, and stock all supplies for the lending area.
- Assist members and employees with basic questions regarding lending services.
- Cross-sell credit union products and services.
- Cooperate with other department personnel to ensure a "team effort" and prompt member service.
- Maintain current knowledge of Credit Union philosophy, plus all services and policies.
- Adhere to relevant state and federal regulations including Bank Secrecy Act and Office of Foreign Assets Control rulings.
- Adhere to all FCCU policies and related procedures.
- Maintain a professional and courteous attitude with all people, including fellow employees, members, management staff, board members and outside vendors.
- Maintain ongoing communication with supervisor, informing him/her of all pertinent problems, irregularities, new developments, changes and other important information within area of responsibility.
- Ensure all information and transactions regarding members are kept confidential.
- Participate in continuing education as approved by supervisor.
- Will be cross-trained to process all types of loans.
- Follow safety and security rules and regulations.
- Report to work at your scheduled time and maintain a neat and professional appearance.
- Represent the credit union to members in a courteous and professional manner.
- All other duties as assigned.

Basic Qualifications

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill,

and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Equivalent to a high school diploma plus one year post secondary study in business or finance.
- Two years experience in a financial institution.
- Knowledge of the fundamentals of banking, and basic bookkeeping principles.
- Ability to follow oral and written instructions.
- Excellent telephone manners and techniques.
- Ability to use a personal computer, calculator, and typewriter.
- Strong PC skills in Microsoft Word, Excel, Access plus in house computer system are desired.
- The ability to handle multiple tasks and produce a high volume of accurate, complete work in a timely manner.
- Ability to perform math calculations.
- Solid writing, communication, and problem solving skills.
- Experience in a position involving extensive public contact.
- Ability to organize personal work area.
- Ability to be a team player. Accept instruction from others, and keep an open mind.
- Strive to meet organizational goals and objectives as set by management. Strive to promote a positive, professional and upbeat atmosphere in the credit union.
- Ability to meet deadlines.
- Ability to travel as required, with possible overnight stay.
- Excellent analytical and organizational skills.
- Ability to lift 40 lbs

Location and Hours of Work

This position will be based in the Jamestown area; however travel throughout North Dakota may be required. The hours of this job are standard, and related to the needs of the membership and business flow. General hours are 8:00 – 5:00 Monday through Friday, although occasional work hours may be from 9:00 – 6:00.

Compensation

This is a non exempt position; compensation will be based upon qualifications and performance relative to pre-established goals and objectives.

The above statements are intended to describe the general nature and level of work being performed by people assigned to this job. They are not intended to be construed as an exhausted list of all duties, responsibilities, and skill required of personnel so classified.