

## **Twin Rivers Federal Credit Union**

**Position Title: Consumer Loan Processor**

**Date: August 2024**

**Reports to: CEO**

**Status: Non-Exempt**

### **Position Objective**

To perform all facets of lending, including member assistance, and interviews on all types of loans the Credit Union offers.

### **Essential Job Functions**

- Originate all types of consumer loans, including (but not limited to) personal, auto, real estate, and credit cards.
- Gather applicant information (in person or over the phone), and review and analyze credit histories.
- Conduct loan interviews and obtain all pertinent information from members/loan applicants.
- Provide exceptional service, support, and education to our members including recommending additional products and services to meet their financial needs.
- Ensure that each loan is properly prepared and documented.
- Discuss options and answer questions with credit union members/loan applicants.
- Determine collateral needs and payment options.
- Order credit reports and perform debt ratios.
- Order title searches and appraisals for real estate loans.
- Discuss loan alternatives, credit criteria, interest rates and loan documentation as appropriate.
- Adjust or change: loan payment amounts, loan terms, due dates, and waive payments with prior approval from Management or the Board of Directors.
- Handle insurance related to loans.
- Maintain accurate records and conduct regular follow up on all applications and loan information requests.
- Maintain confidentiality at all times.
- Sit for long periods of time.
- When a loan is denied, explain reasons in a professional, courteous manner. Work with the member to provide recommendations or alternative options for other possible ways to secure a loan in the future.
- Maintain a filing system and procedures to ensure the required documentation is received and maintained appropriately and according to policies and procedures.
- Notify vendor to place security interest of credit union on title document. Ensure that the documentation on titles is accurate and up-to-date.
- Mail coupon payment books and other requests from members.
- Set-up and maintain member payment transfers.
- Implement new loan products and services in accordance with Management direction.
- File life and disability insurance claims through TruStage's website.
- Maintain a monthly log of approved and declined loans for everyone approving and denying loans.
- Review all incoming loan mail on a daily basis.
- Review and process, on a daily basis, all incoming TruStage life and disability insurance payments.
- Attend ALCO and Board meetings on a monthly basis (when necessary).
- Prepare a marketing calendar on an annual basis and prepare marketing for specific loans on a monthly basis.
- Suggest monthly loan specials and rate adjustments to the ALCO committee.

- File TruStage gap insurance applications and claims as needed.
- Pull and review paid out loans on a weekly basis.
- Order, stock, and maintain an adequate supply of all forms used in the lending department.

### **Other Job Functions**

- Cross sell Credit Union products and services to qualified members
- Assist other staff members (as needed)
- Keep informed of the latest changes in consumer protection laws, real estate law, current Credit Union policies and procedures, rate changes and other pertinent issues.
- Perform other duties as assigned.

### **Qualifications, Skills and Experience**

- High school diploma (or equivalent)
- Excellent communication and customer service skills
- Excellent time management and organizational skills
- Excellent mathematical skills
- Strong interpersonal skills
- Self-motivated
- Able to work alone yet be a team player
- Positive attitude
- Quality results mind set with strong judgment skills
- Accuracy
- Ability to prioritize work, follow through on projects, and change direction as needed
- Professional appearance

### **Equipment Operation**

- Computer
- Printer / Scanner
- Calculator
- Fax machine
- Telephone
- Copier
- Shredder
- Typewriter
- All other office equipment as needed