Vantage Point Federal Credit Union

Job Description: Consumer Loan Officer

The Loan Officer is responsible for a high volume of consumer loan applications from current and new members. Communicates effectively with applicants through email and phone. All applications come through phone, internet, or electronic delivery channels. Loan volume sales goals for each loan officer are determined by management. The Loan Officer is also responsible for having a strong knowledge of all credit union products and services and answer any member questions. Loan Officers are expected to build lasting professional relationships with their members.

Duties and Responsibilities

- **Assumes responsibility for effective and consistent performance to achieve assigned loan goals**
    - Inputs accurate and descriptive consumer loan applications. Consumer loans and credit cards.
    - Confidentially reads credit bureau reports to recognize opportunities for cross-selling loans or other products that will benefit the member.
    - Maintains a thorough understanding of all Credit Union products. Offers appropriate products to meet each member's unique needs. GapPlus, Mechanical Repair Contracts, Credit Life Insurance, Credit Disability Insurance, etc.
    - Loan Disbursals. Disburse loan timely, typically 24-48 hours.
    - Consistently meets high volume of loan production and product sale goals.
    - Uses ethical judgement during every member’s loan process. Regularly follows up with approved members to help them through their purchase process.
    - Serve as back-up for recovery officer.
    - Cold calling to develop new loans.
    - Keep work area and files neat and orderly. Ensure files and sensitive data are secured properly.
    - Purge member files as warranted.
    - Answer phones when needed.
    - Cross sell other credit union products and services to members.
    - Other duties as assigned.
- **Assumes responsibility for establishing and maintaining professional business relations with members and other appropriate parties.**
    - Builds professional relationships with each member to earn their trust for repeat business and referrals of friends or family.

    - Delivers quality service using all forms of communication.
    - Coaches members through the car buying process to avoid unnecessary fees from dealers.
    - Contacts dealers, private party sellers, and other financial institutions to help applicants obtain necessary information for completing their loan.
- **Assumes responsibility for establishing and maintaining effective coordination and working relations with Credit Union Staff.**
    - Exhibits respect and professionalism with Credit Union staff.
    - Collaborates and problem solves with coworkers.
- **Assumes responsibility for related duties as required or assigned**
    - Maintains understanding of loan policy, products and services.
    - Adheres to required regulations, polices, guidelines and procedures.
    - Provides feedback on daily duties to promote process improvements.

Knowledge and Experience

- **Education**
    - High school diploma or equivalent (GED)
- **Experience**
    - Two years to five years of similar or related experience.
- **Required Knowledge**
    - Knowledge of Credit Union products and services, policies, and procedures.
    - Knowledge of credit union computer software, including Microsoft Office.
    - Knowledge of Lending rules and regulations.
    - Comprehensive understanding of direct lending procedures.
    - Knowledge of credit union practices culture, rules, and regulations.
- **Skills**
    - Excellent communication and public relations skills.
    - Must be able to work with frequent interruptions while multi-tasking for accuracy with time limitations.
    - Ability to analyze accounts.
    - Ability to express ideas effectively and speak clearly.
    - Ability to use correct grammar, punctuation, and spelling.
    - Ability to follow instructions and respond to management directions.
    - Ability to assess multiple task or issues which are competing for limited amount of time or resource and effectively determine order in which each will be addressed, ability to set priorities, and to track both complete and incomplete actives.
    - Attentive to detail.
    - Well organized.
    - Ability to assist others.