Members Choice Financial Credit Union

Job Description

Division/Department: Loan Department

Location: Working between Bloomsburg and Danville Office

Job title: Loan officer

Reports to: Dana Tripp

Title: Senior Loan Officer

Level/Grade:	Type of position: X Full-time ☐ Part-time ☐ Contractor ☐ Intern	Hours: 40/week ☐ Exempt X Nonexempt

General Description:

Description

Loan Officer performs activities related to decisioning loan requests with the goal of achieving the optimal outcome for the Credit Union and the Borrower, working within established lending authorities, exception guidelines and regulatory requirements. They are responsible for consumer as well as real estate lending.

- Evaluates borrower needs and to discuss appropriate loan products. Also takes loan applications in person or over the phone & obtains related documentation as well as pre-qualifies loan applications and issues pre-approval notifications as necessary. Develops relationships with Realtors, brokers, and other referral sources for the purpose of increasing loan business.
- Accommodates needs of borrowers and Realtors (i.e., meet borrowers at location of their choice, work a Realtor's "open house", be available during weekends or evenings, be able to generate pre-approval letter off site.)
- Cross-sells and refers other CU products as appropriate and introduces new borrowers to the Branch Sales Manager of the retail branch most convenient to the borrower's new property address for establishment of membership and additional cross selling of MCFCU products and services.
- Consistently provides "wow" level service to internal and external customers.
- Consistently demonstrates effective and appropriate verbal and written communication skills.
- Ensures all files and data input meet compliance and regulatory guidelines.
- Prepares all necessary correspondence including pre-qualification letters, Good Faith Estimates, and Truth-In-Lending disclosures, etc. if necessary.
- Inputs loan data into various processing and underwriting systems
- Monitors individual pipeline of applications that are placed into processing.
- Assists with the evaluation of current application procedures and workflow changes and with the implementation of those changes as requested.
- Assists borrowers with problems or questions regarding lending services.
- Stays informed of competitors' programs as well as external market trends relating to lending.
- Participates in promotions, activities and other campaigns as requested.
- Works with Marketing Dept on initiating various activities to increase business.

- Must be an actively registered Mortgage Loan Originator with the NMLS

This list of essential functions is not exhaustive. It may be supplemented as necessary.

Work experience requirements:
- A proven track record of successful loan sales production
- Familiarity with secondary market lending guidelines & knowledge of the laws, regulations and fundamentals of real estate lending.
- Working knowledge of the Microsoft suite of office products & Mortgagebot LP & DU or other similar systems

Other requirements
The ideal candidate should demonstrate conduct consistent with our Corporate Values:
- Practice open Communication with all levels;
- Be Accountable by taking ownership of member issues and responsibility for one's actions;
- Foster Teamwork by cooperating and collaborating with other employees;
- Seek ways to make the workplace Fun for oneself & others;
- Conduct oneself with Integrity by being honest, trustworthy and ethical in all work activities and interactions;
- Work with a Service Orientation by having a genuine concern for the needs of one's members and by being friendly, professional and following through on commitments.

Education Requirements
Bachelor's degree (B. A.) from four-year college or university with a degree in finance or real estate preferred.

Reviewed by:

Title:

Approved by:

Title:

Date posted:

Date hired: