

JOB DESCRIPTION

General Job Title: Loan Assistant**Department:** Lending

Original Date: 03/03/2021**Revised Date:** 10/21/2024

Approved By: CEO, COO**Salary Grade:** VII – Non Exempt

Position overview and basic functions:

At Explorers Credit Union, we believe in financial empowerment for everyone. Fresh teamwork, drive, and ingenuity daily drives our team to assist our members on their financial journey. Explorers Credit Union provides financial services to our members and encourages them to 'Never Stop Exploring.' Because we believe that working together gets us there, we are expanding our loan department to better serve our members.

Explorers Credit Union is currently looking for a motivated and dynamic professional with a strong attention to detail and passion for exceptional service to join our Lending Team as a Loan Assistant. By living the Explorers Credit Union manifesto, the Loan Assistant will assist our loan officers with our lending process in a courteous, professional, and confidential manner.

Education Requirements:

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| <input checked="" type="checkbox"/> High School Diploma or GED | <input type="checkbox"/> Bachelor's Degree |
| <input type="checkbox"/> Vocational School or some college courses | <input type="checkbox"/> Master's Degree |
| <input type="checkbox"/> Associate's degree, Trade or Technical School | <input type="checkbox"/> Doctoral Degree |

Training, Skills, Knowledge, and/or Experience:

Minimum of 1 to 3 years of experience at a Credit Union or in Banking

Must be self-motivated, accurate, organized, and pay attention to detail.

Demonstrate ability to manage large volumes of work effectively and to work within prescribed deadlines.

Ability to define problems, collect data and solve issues.

Excellent written and verbal communication skills

Ability to effectively communicate and interact with internal and external contacts including members, insurance companies, realtors, other staff, etc.

Ability to work with basic mathematical functions such as percentages, ratios, and fractions.

Must obtain NMLS number to accept mortgage applications and qualify to be a notary.

Experience with Microsoft Office Products

Expectations:

- Assist members via phone, in person, and online regarding loan products, application status and documents needed.
- Set up appointments and closings with loan officers.
- Corresponds with or interviews applicant(s) or creditor(s) to resolve questions regarding application information.
- Accept applications for loan officers.
- Assist with document saving and package closing. Review loan checklists to ensure loan packages are accurate and complete.
- Understands and is able to answer questions regarding Guaranteed Asset Protection (GAP) Coverage, Payment Protection, and Route 66 Extended Warranty (mechanical breakdown coverage).
- Tracks titles, including release and notation. Tracks insurance loss payee info, including addition and removal. Manage and monitor in-house escrow service.
- Help with collection efforts of delinquent loans and other communications to members at the direction of the Loan Officers.
- Review reports on a regular basis including paid loan report, skip-pay monitoring, credit card review dates, month end reports as directed.
- Assist with originating automated payments for loans (LoanPay Express), Auto Funds Transfers (AFT) or ACH Payroll Deduction.
- Participate in special assignments and projects as requested by Loan Officers.
- Uphold strict confidentiality of member and Credit Union financials

Reasonable accommodation may be made to enable individuals with disabilities to perform essential functions of this position.

Authority:

Decision Making

What is the nature of the direct supervision that is provided to the incumbent of this position?

-Direct daily supervision is given.

Supervisory Responsibility:

No direct supervision

Organizational Structure:

Job Title to which this position reports: Chief Operations Officer, Chief Executive Officer

Job Titles directly reporting to this position: None.

Job Titles indirectly reporting to this position (e.g., Titles reporting to position's subordinates): None

Working Conditions:

Normal office environment.

Physical surroundings: Normal Office Setting.

Physical Effort: While performing the duties of this job, the incumbent is required to talk, hear, stand, walk, stoop, and manipulate (lift, carry, move) light lifting up to 50 lbs.

Domestic/International Travel: As needed.

Extensive Hours: Generally, a 40-hour work week. Minimal overtime. General hours are Monday through Friday, occasional weekends if needed.

The above statements are intended to describe the general nature and level of work being performed by persons assigned to this position. They are not intended to be an exhaustive list of all associated responsibilities, skills, efforts, or working conditions. Explorers FCU reserves the right to change, amend, add, delete, and otherwise assign any and all duties, responsibilities, and position titles as it deems necessary to meet the needs of the business.

Explorers Federal Credit Union is an Equal Opportunity Employer.