

Position Title: Consumer Loan Officer

Date Posted: 9-13-2023

Branch Location: 3767 Sparks Drive SE, Grand Rapids, MI 49546

Reports To: Branch Manager

JOB SUMMARY

The primary purpose of this position is to assist Preferred Credit Union in achieving our vision to become the preferred financial partner of our members for their primary banking needs.

Ensuring the highest quality of customer service by providing information concerning the credit union as well as its products and services to credit union members.

RESPONSIBILITIES

- Provides information in person and over the telephone concerning the different types of loans offered, the terms and interest rates and the documentation needed to be considered for a loan;
- Process requests for loans by telephone, fax, email, online banking, or by any other written or oral request for extension of credit;
- Obtain all the necessary documentation to make the loan decision;
- Fully understands debt to income ratio, loan to value ratio, how to read a credit report;
- Approve or deny loan requests with the authority provided by the Consumer Loan Policy; refers loan requests exceeding the loan officer's authority to the branch manager, chief lending officer or credit committee with all supporting documentation;
- Tracks titles;
- Is able to discuss loan alternatives, credit criteria, interest rates and loan documentation in such a manner as to elicit a positive response from the member;
- Authorize the release of collateral on existing loans as requested by member and with the authority of the Consumer Loan Policy;
- Authorize changes in loan terms, waivers of payments, due date changes, etc., within the authority of the Consumer Loan Policy;
- Process paid notes; prepare and mails termination statements and paid notes;
Reviews Lines of Credit and VISA cards for updating and reissuing in accordance with loan policy and underwriting standards;
- Cross-sells credit union services as appropriate;
- Perform other related duties as assigned commensurate with the position.

QUALIFICATIONS

- Accuracy and attention to detail
- Strong numerical ability;
- Excellent oral and written communication skills;
- Excellent listening skills;
- Service oriented;
- Positive attitude towards Sales & Service culture

Ensure service is delivered to our members and team members that is in alignment with Preferred Credit Union's Service Promises:

- I promise to greet you with a smile and address you by name
- I promise to take responsibility in all matters
- I promise to make it easy to do business with Preferred Credit Union
- I promise to respond in a timely manner

- I promise to be knowledgeable
- I promise to maintain a high level of confidentiality
- I promise to make every effort to uphold mutual respect
- I promise to show you ways that Preferred can become a more valued financial partner

Additionally, meet all internal and external service expectations as measured by surveys and mystery shops.

BENEFITS (waiting period may apply)

401(k) matching • Medical Insurance • Dental Insurance • Vision Insurance • Life Insurance • Disability Insurance • Health Savings Account • Paid Time Off • Equal Employment Opportunity