



**Job Title:** Loan Officer

**Department:** Lending

**Reports to (Title):** VP of Lending

**FLSA:** Exempt – Full Time

**PURPOSE OF JOB:**

Responsible for receiving, reviewing, and processing applications for consumer in all 50 states, home refinance and purchase (conforming and non-conforming), second mortgage, home equity line of credit, credit card, and kwik cash loans. Ensures that members and prospective members are promptly and professionally served. Provides general Credit Union information with the ability to cross-sell additional services.

**ESSENTIAL RESPONSIBILITIES:**

- Evaluates and verifies loan applications and credit criteria. Qualifies members ability to meet monthly payment obligations. Potentially verifies employment and income. Determines value of collateral typically via a 3rd party. Approves loans within limits of each individual loan officers authority and notifies applicants of loan decisions; both approvals and denials. Calculates terms, finance charges, and insurance on loans for proper disclosure on promissory notes. Requests additional information if required. (The income driven by loan officers decisions equates to 70% or greater of PCM Credit Union annual income. 9 out of 10 decisions are made by one individual loan officer. Loan Officer lending authority can range from \$25,000-\$125,000.)
- Interviews, takes applications, gathers information, and reviews preliminary documentation on loan requests.
- Presents loan requests above lending limit for approval as per Loan Policy.
- Coordinates and schedules loan closings. Ensures that each loan is promptly and properly prepared, documented, processed, approved, and disbursed.
- When appropriate work with loan processing to order all documents needed from outside sources to make loan decisions and close loans.
- Recommendations are made to member outside of lending specific area for improvement to members overall financial outlook. This can include a review of a vehicle condition report with a member. Items may also include credit score improvement suggestions, tips to improve members cash flow, and/or restructuring of loans or other items to set the member up for future approvals.
- Sells credit life and disability insurance, asset protection insurance (GAP), Deprecation Protection Waiver (DPW) and extended warranties.
- Advises and assists member on setting up repayment plan for various loan types.
- Assists in servicing loans by processing such items as payoff, refinances, problem loan workout arrangements, address changes, payment extensions, interest rate reductions, collateral follow up, collateral releases, payment due date changes.

- Active in the community to help promote the credit union and on a rotation will visit select employee group (SEGs) to promote PCMCU loan products and other services via a presentation format or one on one with potential or existing members.
- Promote and maintain a confidential environment to protect member, employee, and credit union information
- Create and promote a positive professional image of one's self and the credit union
- Exemplify the credit union's People Caring More core purpose and core values
- Pursues continued educational opportunities such as webinars, seminars, conferences, chapter meetings, online training, additional certifications and reviews credit union publications and financial publications.
- Must comply with all company policies and procedures, applicable laws and regulations, including but not limited to, the Bank Secrecy Act, the Patriot Act, and the Office of Foreign Assets Control.
- Perform all other duties as assigned

#### **EDUCATION/EXPERIENCE:**

- Degree in Business or related field; or an equivalent combination of formal training and experience.
- 2 years Lending/Sales experience, required
- 2 years Consumer Lending experience, preferred

#### **CERTIFICATES, LICENSES, REGISTRATIONS:**

- NMLS, Credit Insurance License & Notary - ideal

#### **SKILLS, ABILITIES, AND OTHER REQUIREMENTS:**

- Ability to communicate, written and verbal effectively and in an easy-to-understand manner
- Ability to perform responsibilities with composure under the stress of deadlines, accuracy, quality and/or fast pace.
- Ability to deal calmly and professionally with numerous different personalities
- Ability to be bonded required
- Ability to successfully organize, prioritize, and manage multiple responsibilities
- Ability to research and comprehend industry trends
- Ability to perform repetitive tasks
- Ability to sit/stand for long periods of time (6-8 hours per day)
- Lifting (up to 25lbs) and the ability to reach and/or stoop/bend required
- Vision abilities include close vision, distance vision, and peripheral vision
- Team player with a positive attitude and flexibility
- Must be capable of regular, reliable and timely attendance.
- Professional demeanor and personal accountability
- Must be capable of exercising highest level of discretion on both internal and external confidential matters.

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*