

Loan Operations Specialist

POSITION PURPOSE

Responsible for assisting the Loan Operations Manager with the direction of the Consumer Loan Operations Department; assists with the direct supervision of the loan operations service team currently including; Lending Clerks I & II, Card Services/Lending Clerk, and Card Services Representatives. In coordination with the Loan Operations Manager; trains, directs, and appraises assigned personnel ensuring all established training and performance goals are successfully completed as directed. Duties also include but are not limited to; coordination of daily operational processes, filings, clerical tasks, and troubleshooting necessary to ensure all established loan operation service standards and legal requirements are met; assisting with the development and training of new lending and card products, promotions, and processes necessary for growth.

QUALIFICATIONS:

EDUCATION/CERTIFICATION: Associates degree in Business Administration, or related field or equivalent is necessary.

REQUIRED KNOWLEDGE: Understanding of government regulations and legal requirements involving lending and related functions including RESPA and Regulation Z. Thorough knowledge of consumer loan products and services and associated procedures. Knowledge of Mortgage products and back-office processing and reporting requirements for FHLMC (Freddie Mac). Understanding of card services programs and associated functions regarding ATM, VISA Credit and Debit Cards.

EXPERIENCE REQUIRED: Three (3) years of progressive lending experience most specifically in loan operations or equivalent education/lending experience along with administrative and supervisory experience.

SKILLS/ABILITIES: Solid analytical and problem-solving skills. Extremely well organized and detail oriented. Excellent verbal and written communication skills as you will be expected to supervise, coach and train credit union personnel in a professional and respectful manner. Ability to multi-task in a fast paced and challenging environment.