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| <b>Olympia Credit Union Job Profiles</b>  | <b>Position:</b><br>Loan Officer I | <b>Position Grade and Classification:</b><br>Grade 7<br>Non-Exempt |                                   |
| <b>Reports to:</b><br>VP of Lending & Ops | <b>Last Updated:</b><br>04/04/16   | <b>Approved by/date:</b><br>T.Roberts<br>02/05/18                  | <b># Staff Supervised:</b><br>-0- |

**POSITION OVERVIEW**

If this position is in an outlying branch the Loan Officer I will report to the branch supervisor as their immediate supervisor. However, the VP of Lending & Ops may give direction and guidance on training needs and career development.

This position will provide information on credit union products and services according to all credit union policies and procedures and Federal and State rules and regulations. Responsible for opening all types of new accounts and cross-servicing all products and services to the membership daily. Responsible for interviewing and evaluating applicants for routine loans, indirect loan request from dealers, and processing loan applications. Gather background information and analyze loan applicants for credit history. Make recommendations of approval or denial to loan committee. Actively attend community and business development events. Create ways to generate membership and loan growth consistent with the organization business plan.

**ESSENTIAL FUNCTIONS & RESPONSIBILITIES:**

- 80% Takes member loan applications and prepares them for review by Loan Committee. Follows-up with the Loan Committee to determine status. Fund approved loans (direct and indirect); prepare closing documents, meet loan approval conditions, and explain closing documents to members. Opens all types of new accounts and cross-sells other services. Processes loan denial notifications. Researches and problem solve department and/or member specific challenges. Attends various business networking functions to promote the credit union.
- 5% Files loan documents with appropriate agencies (i.e. title liens, Deeds of Trust, insurance policies).
- 5% Answers member phone calls.
- 5% Identifies and takes action to improve the department’s operating methods and procedures.
- 5% Performs other job-related duties as assigned.

**Performance Measurements:**

1. Produce loan documents, reports, and new accounts with no unresolved errors according to established department standards.
2. Prepare files for underwriting within 2 work hours.
3. Provide informed, prompt, professional and accurate service and support to all members and associates by responding to email within 60 minutes, answering telephone within 4 rings and replying to messages within 60 minutes.
4. Complete, organize and close loan documentation and files within 8 hours.
5. Develop, maintain, and demonstrate a working knowledge of credit union loan standards, policies, procedures, and applicable state and federal government rules and regulations.
6. Troubleshoot and resolve member and internal inquiries in a timely and accurate manner.

**Knowledge and Skills:**

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| Experience           | Two years of previous financial institutions experience. Regulatory knowledge of consumer lending, RESPA, BSA/AML, OFAC, Patriot Act, etc. desired.   |
| Education            | A high school education or GED.   |
| Interpersonal Skills | A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary. |
| Other Skills         | Must have good communications skills. Ten Key calculator, typewriter and keyboard skills. Organizational skills, Outgoing and self-motivated. Good professional image.  |
| Physical Req.        | Ability to lift 25 lbs. Able to perform long periods of data entry.   |
| Work Environment     | Fast paced demanding environment requiring the ability to multitask accurately and efficiently while maintaining a calm collected professional demeanor.  |

**CONFIDENTIALITY**

Responsible for confidentiality of all members accounts, the business of the credit union and that of the staff also.

**DISCLAIMER**

The above information on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualification required of employees assigned to this job.