

## LOAN OFFICER/MEMBER SERVICE REPRESENTATIVE JOB DESCRIPTION

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Company:	Wanigas Credit Union	Employee:
POSITION TITLE:	Loan Officer/Member Service Representative	Date:
Classification:		
Reports to:	Branch Manager or Assistant Branch Manager	

Wanigas Credit Union and the Office and Professional Employees International Union have agreed that all employees in the bargaining unit would be classified as either full-time or part-time. This approach allows us to provide the best possible service to our members. When a member needs service, our employees do not have to wonder whose job description it falls under. It's everyone's job to take care of members.

The job descriptions Wanigas Credit Union publishes help employees learn the details of the various functions within the Credit Union. The job descriptions are not to be considered as the total or complete obligation of any employee. At any given time, an employee may be faced with a member needing help with a problem or being assigned by a supervisor to help a member to solve a problem.

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### REPORTING RELATIONSHIPS

**POSITION REPORTS TO:** Branch Manager or Assistant Branch Manager

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### POSITION PURPOSE

The loan officer/member service representative position provides service to members for all types of consumer loans including vehicle loans, home improvement, first mortgages, home equity, personal, secured and unsecured loans, and credit cards. Interviews applicants and examines, evaluates and authorizes or recommends approval of members' loan application. Reviews credit reports and has the ability to communicate to members areas of improvement. Approves consumer loans within specified limits or refers loan exceptions to credit committee or loan manager for approval. Performs a variety of clerical duties related to loan processing, closing and administration. The loan officer position is involved in the daily operation of the department such as answering phones, distributing mail, balancing of daily work, handling pay-off checks, typing turnaround notices, filing and various duties relating to credit card services. Answer members' questions regarding Credit Union services provided and perform a variety of account maintenance duties. Actively cross-sell Credit Union services. Coordinates collection of past due loans with the Collection Department. Performs specific assigned side-jobs including various clerical functions, and assists other employees with duties as required. Serves members promptly, courteously, and professionally. Performs other duties as requested by management personnel.

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## ESSENTIAL FUNCTIONS AND BASIC DUTIES

- 1. The loan officer/member service representative position assumes responsibility for the efficient, effective, and accurate performance of loan functions:**
  - a. Represents the Credit Union in a courteous and professional manner.
  - b. Receives members' applications for loans.
  - c. Processes applications from the Loan Center website, in person, phone, mobile applications, or in-direct dealer loans.
  - d. Prepares loan documents.
  - e. Ensures loan applications, notes, disclosures and other documentation complies with relevant state and federal laws.
  - f. Understands Wanigas loan policies and procedures to ensure a member's loan complies with policy and Board approved credit authority limits.
  - g. Develops and recommends improvements to consumer loan products and procedures.
  - h. Detects and resolves loan discrepancies promptly when brought to attention.
  - i. Balances daily transactions and resolves out-of-balance conditions, whether their own or another employee.
  - j. Performs teller duties when required or requested.
  - k. Understands credit union policies and procedures including but not limited to Bank Secrecy, Anti-Money Laundering, robbery, OFAC, etc.
  
- 2. Assumes responsibility for the effective and professional performance of member service functions:**
  - a. Presents and explains Credit Union services and products to members and assists in meeting their financial needs. Opens and closes accounts including helping members complete switch kit information. Completes payroll deduction and authorization forms. Answers questions and solves problems for members by listening to problems, collecting data, securing answers, and reporting to the inquiring party.
  - b. Keeps members informed of Credit Union services and policies, including types of available accounts, interest and dividend rates, payroll deduction options, and other related services.
  - c. Maintains and projects the Credit Union's professional reputation.
  - d. Maintains privacy of member account information.
  
- 3. Assumes responsibility for establishing and maintaining effective coordination and working relationships with area personnel and with management.**
  - a. Assist area personnel as required.
  - b. Completes required reports and records accurately and promptly.
  - c. Attends meetings and after hours events as required.
  - d. Travel to other offices or local vendors may be required from time to time.
  
- 4. Assumes responsibility for related duties as required or assigned.**
  - a. Ensures that work area is clean, secure, and well-maintained.
  - b. Performs related clerical duties as required.

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## PERFORMANCE MEASUREMENTS

1. All share and loan functions are efficiently, effectively, and accurately performed in accordance with established policies, standards, and security procedures as related to Wanigas Loan Policy.
2. Good business relations exist with members. Member's problems or questions are courteously and promptly resolved.
3. Good working relationships and coordination exist with area personnel and with management. Assistance is provided to other member service representatives and staff as needed. Supervisor is appropriately informed of area activities.
4. Required reports and records are accurate, complete, and timely. Incentive documentation of loans originated, loan referrals, etc., is completed and submitted to the supervisor by the 10<sup>th</sup> of the following month. Incentives not documented within two months of the month earned will be forfeited.
5. The Credit Union's professional reputation is maintained and conveyed.

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## QUALIFICATIONS

<b>Education/Certification:</b>	High school diploma or greater. Michigan Resident Producer License. (30 day test period). National Mortgage Licensing System registration will be required if originating Mortgages.
<b>Required Knowledge:</b>	Knowledge of member service and loan operations and procedures. Basic understanding of Credit Union operations.
<b>Experience Required:</b>	Loan, share, and/or member service experience in a credit union or other financial institution.  Working Hours: Must be available to work the normal work week that shall begin Monday at 6:30 am and end Saturday at 1:00 pm.
<b>Skills/Abilities:</b>	Good communication skills. Professional appearance, dress, and attitude. Basic bookkeeping and analytical skills. Ability to compute financial service items, such as annual percentage rates and yields. Ability to operate a computer and customary office machines such as adding machine, phone system, currency counter, etc.
<b>Exposure to Confidential And Sensitive Information:</b>	Utmost confidentiality. It is imperative that sensitive information at the credit union remains confidential at all times. As an employee in the financial services industry, it is imperative to ensure the privacy of members, employees, and to protect

information obtained. The position has high exposure to confidential information on loan applications, credit bureaus, official family loan documents and audit concerns and results.

**SCOPE OF FINANCIAL RESPONSIBILITY:** Ability to balance daily, agree total transactions to applicable reports and the general ledger accounts pertaining to these transactions.

**EXTENT OF INTERPERSONAL COMMUNICATION:**

Extensive, direct communication with members, vendors, and staff by telephone and direct contact in a timely fashion while maintaining a pleasant, courteous and professional manner.

**PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION**

**PHYSICAL EFFORT/DEMANDS:** Long hours sitting, standing, walking, bending, lifting, etc.

**WORKING ENVIRONMENT:** Office environment. Some possible lifting up to 50 pounds including supplies, individual boxed files, etc.

**REPETITIVE MOTION:** Movements frequently and regularly required using the wrists, hands and/or fingers.

**This description is not intended to be all-inclusive. All aspects of this position are subject to change as the future needs of Wanigas Credit Union and its members require.**

**Signature of Employee:** \_\_\_\_\_

**Date:** \_\_\_\_\_