

Job Title:	Lending Specialist	Job Code:	LS101		
Grade:	017	FLSA Status:	N		
Department/Group:	N	Job Family:	Administrative		
Reports to:	Operations Manager	Supervisory Role:	No	Financial Role:	No

Job Summary

As a member of the St. Thomas Federal Credit Union team, the Lending Specialist supports the National Credit Union Administration's (NCUA) regulations and policies along with other Credit Union's policies and respectfully interacts with others in the organization and those doing business with the Credit Union. Represents the Credit Union with professionalism, ethics, integrity, and mutual respect towards colleagues and internal/external clients. Keeps current and proficient with necessary skills and knowledge, including computer skills. Self-identifies training needs relevant to work area and responsibilities. Demonstrates initiative, flexibility, openness to change, and accountability. Works within a team environment, providing support to and collaboration with colleagues.

When performing daily work, the Lending Specialist provides information on Credit Union products and services to members in accordance with Credit Union policies and procedures and Local and Federal rules and regulations. Interviews and evaluates applicants for loans and processing various loan applications. Gathers background information and analyzes loan applicants' credit history. Completes loan applications.

Purpose

Interview credit union loan applicants, professionally representing the credit union throughout the process. Process loan applications and perform a variety of support duties related to the lending function within the credit union.

Duties and Responsibilities

- Gather background information on loan applicants by interviewing loan applicants in - person or by phone and obtaining credit bureau reports and fees for processing loan applications. Handles loans of the highest complexity, value, or risk and researching any discrepancies that may arise.
- Mail or e-mail loan applications and/or information to members and prospective members.

- Assist members with the loan application process to ensure completeness of the information. Ensure that all members feel welcome to the credit union and are supported professionally in the process.
- Pull credit reports for all loan applicants, verify debts, estimate monthly payments for any outstanding debts not listed and add them to debts on the loan application.
- Calculate debt-to-income ratios on loan applicants, and calculate how much of a loan applicant's debt is secured or unsecured.
- Determine collateral needs and payment plans for members applying for loans.
- Determine eligibility of loan co-signers from co-signers statements and credit rating.
- Answer questions for members throughout the process. Explain the loan process to include loan options, insurance required on credit union loan products, loan policies, interest rates, payoffs, etc.
- When a loan is denied, explain reasons for denial in a professional, courteous manner. Work with members to provide recommendations or alternative options for other possible ways to secure a loan in the future.
- Verify employment of persons applying for loans.
- Complete loan applications over the phone and/or electronically.
- Complete loan documents and disburses loans when approved.
- Present loan applications and supporting information to Lending Officer for approval.
- Maintain a filing system and procedures to monitor that the required documentation is received and maintained appropriately and according to policies and procedures.
- Purge loan files by destroying out-of-date or non-compliant loan documents in accordance with the Document Retention Policy.
- Notify vendor to place security interest of credit union on title documents. Ensure that the documentation on titles is accurate and up-to-date.
- Input loans into the system accurately and perform account maintenances as required.

- Implements new loan products and services in accordance with management direction. Cross-sells lending credit union products and services.
- Performs other related duties as assigned.

Minimum Qualifications

An Associates Degree in Business Administration or related field or at least two (2) years lending experience with a high school diploma or its equivalent. Ability to interact with others in a positive manner, both in person and by phone. Ability to work in a team environment and demonstrate communication and analytical skills. Ability to handle a variety of member requests, including difficult member situations. Excellent written and verbal communication skills. Ability to accurately and efficiently enter data and update member financial records via computer. Ability and willingness to sell products and services. Knowledge of office equipment and other automated enhancements. Proficiency with Microsoft Office products and core operating software, and network drives required within 60 days of employment.

Minimum Competencies

Quality/Compliance	Achieving a standard of excellence with the work processes and outcomes, adhering to STTFCU policies and all regulatory requirements.
Member Focus	Striving for high customer satisfaction.
Communication	Balancing listening and talking skills. Speaking and writing clearly and accurately. Being able to influencing others, and keeping others informed.
Collegiality	Being helpful, respectful, approachable, and team-oriented, building strong working relationships and a positive work environment.
Initiative	Taking ownership of the work, doing what is needed without being asked, and following through.
Efficiency	Planning ahead, managing time well, being on time, being cost-conscious, and thinking of innovative ways to accomplish the organization's objectives.
Coachability	Being receptive to feedback, willing to learn, and embracing continuous improvement.

Work Environment

Supervision	Work is performed under close supervision.
Complexity of job	Work consists of routine functions. Requires the use of little judgment in following routine instructions or procedures.

Working environment	Work is normally performed in a typical interior work environment that does not subject the employee to any hazardous or unpleasant elements.
Physical demand	Position requires light physical activity.
Customer interaction	Requires normal courteous interaction and basic interpersonal skills, and tact to communicate with others. Forwards complaints or non-routine inquiries or requests to someone else to handle.
Internal contacts	Contacts are mostly with the supervisor, co-workers, and members within the immediate work area. Purpose of contact is to provide and/or receive routine information or documents.
Supervision of others	No responsibility for supervising others.