

AERO Federal Credit Union

POSITION DESCRIPTION

Position Title:	Loan Officer	Classification:	Non-Exempt
Department:	Lending Operations	Grade level:	9
Reports To:	AVP/Lending	Last Revised:	January, 2015

POSITION SUMMARY

The primary function of this position is to assist AERO Federal Credit Union in living out its mission of “Providing simple solutions to help our members achieve their financial goals.” One of the primary means to achieve this end is to ensure that outstanding service is delivered to both internal and external members. A key component of this service is to identify the financial needs of the member and recommend an appropriate credit union solution.

Responsible for ensuring that outstanding service is delivered to both internal and external members. A key component of this service is to identify the financial needs of the member and recommend an appropriate credit union solution.

In addition, assembles and evaluates loan applications and approves/declines those that are within approved lending limits and in accordance with sound lending practices as set forth in the credit union policies and procedures. Communicates with related-team members and applicants to explain credit decisions and to obtain additional loan information and documentation. Takes member applications, prepares loans for approval and funding while properly developing loans and actively seeking cross sell opportunities. Presents loan requests above lending limits for counter-approval as needed. Ensures that members and prospective members are promptly and professionally served. Provides general Credit Union information and cross-sells loans and services. Provide high quality service, defined by the credit union promise, while actively listening and matching member needs to Credit Union products and services in a way that builds long-lasting member trust and loyalty.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Deliver outstanding service to internal and external members in alignment with the credit union’s Service Promises.
We Promise to:
 - Treat you with the highest level of respect.
 - Work as a team to ensure you are pleased with our service.
 - Provide you with accurate information.
 - Take responsibility for your requests.
 - Give you a prompt response or resolution to your request.
 - Make it easy to work with us.
 - Provide solutions that will help you achieve your financial goals.
2. Meets or exceeds all service expectations.
3. Ensures that all members’ needs are identified and match the Credit Union’s services and products. Refers opportunities to sales support, and when appropriate makes needs based sales presentations to members and non-members.
4. Maintains a product knowledge level that supports a needs-based referral and selling program.
5. Coaches appropriate Credit Union personnel in the practices and concepts of lending, loan development and cross selling.
6. Responsible for establishing and maintaining effective and professional business relationships with members and external contacts.
 - a. Resolves (or refers) requests and problems promptly and courteously. Answers member questions pertaining to promotions, loans, balances, payoffs and collateral valuations.
 - b. Ensures that members’ requests and questions are promptly acknowledged and resolved.

- c. Maintains privacy of member account information.
 - d. Ensures that the Credit Union's quality reputation is maintained and projected.
 - e. Effectively interview loan applicants, calculate figures, verify information, seek cross-sell opportunities and complete applications.
 - 7. Evaluates and verifies loan applications and credit criteria. Computes debt ratios. Verifies employment and income. Determines value of collateral. Approves loans within limits of authority and notifies applicants of loan decisions. Requests additional information if required.
 - 8. Establishes credit limits on accounts based on credit union policy and such standard lending practices and policy as: debt-to-income ratio, credit worthiness, collateral, capacity to repay, and character of the borrower.
 - 9. Performs duties of area personnel as required.
 - 10. Ensures that lending operations are conducted in accordance with established Credit Union policies and are legally compliant. Ensures that loan requests are properly processed and documented.
 - 11. Actively promotes a Risk Based Lending environment by demonstrating application development, solid underwriting, selling and coaching of Risk Based Lending guidelines with staff.
 - 12. Responsible for establishing and maintaining effective coordination and communication with area personnel and management.
 - a. Completes assigned paperwork for Lending Manager and Lending Personnel.
 - b. Completes records and reports promptly and accurately.
 - c. Supports and assists personnel as needed, including coaching and training.
 - d. Attends and participates in meetings as required.
 - e. Keeps management informed of area activities and of any significant problems.
 - 13. Responsible for related duties as required or assigned.
 - a. Performs miscellaneous clerical functions as needed.
 - b. Ensures that work area is clean, secure, and well maintained.
 - c. Stays informed regarding local and national economic conditions and legal and regulatory changes.
 - 13. Ensures proper maintenance, cleanliness, and security of work area, desks, equipment, etc.
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SUPERVISORY RESPONSIBILITIES

None.

PERFORMANCE STANDARDS

- 1. Assist AERO Federal Credit Union to live out its mission, "Providing simple solutions to help our members achieve their financial goals."
 - 2. Ensures that loan-processing functions are completed in accordance with established policies and procedures.
 - 3. Ensures that current member accounts are maintained or expanded and additional business is solicited. Good business relationships exist with members and their questions and problems promptly resolved.
 - 4. Ensures loan documents are accurate and timely.
 - 5. Maintains a production record that meets established volume standards.
 - 6. Ensures the privacy and confidentiality of member information.
 - 7. Assists in attaining the lending goals and objectives of the Credit Union by performing duties in an accurate and timely manner.
 - 8. Maintains and applies knowledge in current consumer lending related services and products, procedures, policies and regulations.
 - 9. Ensures that good working relationships and coordination exist with members, team members and management. Problems and questions are courteously and promptly resolved or referred. Assistance and support are provided as needed. Management is properly informed.
 - 10. Ensures the Credit Union's professional reputation is maintained and conveyed.
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QUALIFICATIONS

Education/Certification:	High school graduate or equivalent. Additional college coursework in business or finance preferred.
Required Knowledge:	General knowledge of Credit Union products, services and loan policies and procedures. Demonstrates basic understanding of Credit Union operations.
Experience Required:	See Education/Certification
Skills/Abilities:	Strong interpersonal skills. Good Math skills. Maintains a professional appearance, dress and attitude. Well organized. Ability to operate related computer applications and related business equipment. Attention to detail. Ability to maintain an effective and efficient workflow.
Professional License:	National Mortgage License & Notary Commission.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

Repetitive Motion:	Movements frequently and regularly required using the wrists, hands, and/or fingers.
Talking:	Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
Average Visual Abilities:	Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.
Average Hearing:	Able to hear average or normal conversations and receive ordinary information.
Physical Strength:	Sedentary work; sitting most of the time. Exerts up to 20 lbs. of force occasionally.

WORKING CONDITIONS

Office Professional:	Typical business professional, office and banking setting.
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MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

Reasoning Ability:	Ability to apply logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions. Able to interpret a variety of technical instructions and can deal with multiple variables.
Mathematics Ability:	Ability to compute discount, interest, profit, and loss; commission markup and selling price; ratio and proportion and percentage. Able to perform very simple algebra.
Language Ability:	Ability to read periodicals, journals, manuals, dictionaries, thesauruses, etc. Ability to prepare business letters, proposals, summaries, and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style. Ability to conduct training, communicate at panel discussions and to make professional presentations.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.
