



Mortgage Loan Officer

Employee:		Department:	Sales & Branch Operations
Reports To:	Branch Manager	FLSA Classification:	Non-Exempt
Prepared By:	Human Resources	Updated:	April 2014

SUMMARY: The Loan Officer provides a full range of products and services to members with an emphasis for acquiring, expanding and enriching member relationships. The individual in this position must have deep knowledge of financial services and products including mortgage & consumer lending, deposit accounts and all self-service products. They must be able to identify and analyze member needs and desires so that they can adequately recommend products and services that best match member needs.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *Must effectively carry out the essential duties and responsibilities of this position in a manner that consistently demonstrates Sun Federal's mission and core values in a positive manner. Other duties may be assigned.*

1) Develop & Maintain Quality Member Relationships

- a) Provide loan (Mortgage, Home Equity Loans, Home Equity Lines of Credit, Consumer), deposit and money management services to members.
- b) Approve or deny loans based on authority following guidelines, policies and procedures.
- c) Consistently educate members about their financial choices. Appropriately analyzes their needs, and recommends appropriate financial products and services.
- d) Deepen the lending relationship by providing members with an overview of other financial products and services available through Sun Federal Credit Union. Refer potential opportunities with a seamless handoff. Take initiative to open accounts to support the growth of new checking accounts, credit cards, deposits, loans and Wealth Management leads. Loan Officer must meet or exceed product/referral goal set by management.
- e) Educate members about convenience service (online banking, mobile banking, ATM access, etc.) and offer protection services (payment protection, GAAP, MRC, etc.).
- f) Maintain a high degree of knowledge in all credit union programs, ensuring quality service and accuracy is delivered to Sun Federal members.
- g) Actively participate in member outreach activities and recaptures.
- h) Utilize networking skills when developing and expanding member relationships.
- i) Demonstrate positive and appropriate behaviors in using Creating Member Loyalty (CML) service and sales skills.

2) Achievement in Balanced Scorecard Results

- a) Meet specified goals for product sales, referrals and sales behaviors (see scorecard).

3) Maintain Operational Standards and Quality Assurance

- a) Initiating loan application by accurately completing application, collecting fees, documenting loan package, and giving complete application package to processor.

- b) Provide exceptional mortgage loan service to members, including information gathering, assessing member needs, financial counseling, application completion and processing, inform member of ongoing process and attends/assist in the coordination of the mortgage closing.
- c) Provide excellent member service by returning phone calls promptly, progress updates of files, remaining calm and understanding of people during processing of loan, contacting member at least 3 times to communicate time frames, programs and lock in policies, maintaining awareness and application of members' preferred method of communication, sending thank you immediately and asking for the next loan or other financial products Sun Federal offers.
- d) Ensure that all member requests are processed accurately and efficiently.
- e) Display sound judgment in handling member requests and exceptions, seeking and documenting approval as needed.
- f) Ensure that all loan applications are accurate, complete and an appropriate fit for the member. Consistently document member interactions and exceptions in loan software.
- g) Take ownership for change. Analyze, justify and recommend change in operations to enhance productivity and improve service.

4) Promote Individual and Credit Union Success

- a) Support Sun Federal's mission, vision and values. Make a positive contribution to business plan objectives and goals.
- b) Understand and adhere to all policies, procedures and regulations.
- c) Responsible for personal development through training, collaboration and teamwork.
- d) Demonstrate professionalism in dress, tone, flexibility and communication.
- e) Consistently act as part of a cohesive team, demonstrating excellent interpersonal skills and the ability to interact positively with other employees. Maintain open and respectful communication with other departments. Handle conflict directly and discreetly.
- f) Shows empathy and respect in all interactions with members, internal and external.
- g) Take ownership of job duties and follows collection procedures. Participate in assigned projects and training in a meaningful and positive way. Offer team members assistance when necessary to help develop a fully competent and cohesive workforce.
- h) Recommend and develop process improvements and procedures to enhance productivity and improve service.

Qualification Requirements: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of knowledge, skill and/or ability required. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. The individual must be able to successfully pass background checks.*

- 1) High school diploma plus 3-5 years of experience in credit/lending at a financial institution. Direct retail experience desired.
- 2) Knowledge of the fundamentals of credit, lending concepts and practices. Thorough knowledge of the legal aspects of collections, bankruptcy, repossession, and the principles of the Fair Debt Collections Practice Act, and Consumer Financial Protection Bureau Regulation.

- 3) Direct experience with the following: new accounts and savings instruments. Consumer lending experience desired.
- 4) Knowledge of fundamental lending law, concepts and practices. Ability to interpret lending policies and procedures.
- 5) Knowledge of fundamental savings and certificates concepts and practices. Ability to interpret savings instruments policies and procedures.
- 6) Demonstrated analytical, accuracy and problem solving skills within a retail sales environment.
- 7) Knowledge of personal computers including word processing, spreadsheet and database programs.
- 8) Excellent interpersonal skills. Ability to handle confrontation.
- 9) Strong attention to detail. Demonstrated analytical, problem-solving and system knowledge.
- 10) Able to work independently, organize and prioritize work.
- 11) Demonstrated ability to process paperwork accurately and efficiently.
- 12) Must be fluent in English with strong written and verbal communication skills.
- 13) Demonstrated ability to provide remarkable member service.
- 14) Ability to add, subtract, multiply and divide. Ability to use financial calculators.
- 15) Ability to work in a typical office environment and operate general office equipment including a personal computer. Literacy required in software programs such as Microsoft Windows, Word, Excel, Outlook and other third party process solutions such as FiServSpectrum Collections module.
- 16) Must complete annual training and compliance in accordance with all Sun Federal Fair Lending Policies and Guidelines including, but not limited to, the Equal Credit Opportunity Act, the Fair Housing Act and the Home Mortgage Disclosure Act.
- 17) Ability to lift up to 50 lbs.