

### Title Specialist

<b>Employee:</b>		<b>Department:</b>	Lending Operations
<b>Reports To:</b>	Director of Lending Operations	<b>FLSA Classification:</b>	Non-Exempt
<b>Prepared By:</b>	Director of Lending Operations	<b>Updated:</b>	January 2019

**SUMMARY:** The Title Specialist is responsible for title administration for consumer and business loans which protects the credit union's security interest. Ensures that collateral is protected and loans comply with Sun Federal policies, procedures and regulations.

**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. **Assumes responsibility for administration of Collateralized Loans**

- Responsible for the centralized process of collateral title tracking and perfecting Sun Federal's lien on secured consumer and business loan titles.
- Administers Dealer Trak electronic titling program and is the key vendor contact. Maintains knowledge of current titling, lien rules and updates for each state.
- Develops title processes by state, listing title requirements, documentation required, filing fees and their specific electronic titling processes in our Loan Origination System LoansPQ. Develops procedures by state that the lenders can easily follow during the loan interview and provides training resources.
- Ensures all state titling and release fees charged are accurate, updated in LoansPQ and communicated when necessary.
- Compiles monthly tracking results by lender for titles in suspense without liens.
- Administers the centralized process of paid-in-full consumer loans that includes releasing the collateral on secured consumer and business loans.
- Administers the Collateral Protection Insurance program, consumer titled and mortgage loan insurance tracking. Submits policies to the vendor; tracks daily reports for forced placed policies, refunds and claims. Reviews monthly reports for accuracy, attends vendor meetings and maintains knowledge of program by reading vendor communications, contract changes.

#### 2. **Assumes responsibility for Lending Operations Servicing**

- Administers credit union loan rate changes, ensuring rates are accurate on loan documents, system parameters are updated correctly and all changes are communicated in a timely manner.
- Conducts quality control reviews on consumer closed-end loans funded before e-documents are stored and archived.
- Recommends process improvements for more efficient processing and updates procedures as necessary to ensure cross trained back-ups are always informed of changes.
- Along with the Lending Operations team, monitors and processes request from the Consumer Loan Mailbox (i.e. Skip-A-Pay, Loan adjustments, NSF refunds) to meet member service standards and same day turn-times.

- e) Serves as back-up on Lending Operations Cross Training Matrix including:
  - i. CUNA Mutual Payment Protection and GAP policies and claims
  - ii. Credit Bureau disputes
  - iii. Chex System Reporting/Updating

### **3. Develop & Maintain Quality Member Relationships**

- a) Builds rapport, determines needs, presents products, handles objections and asks for commitment.
- b) Consistently educates members about their financial choices.
- c) Demonstrates positive behaviors using Creating Member Loyalty (CML) service and sales skills to suggest products and services, leading to sales outcomes that deepen member relationships.
- d) Actively looks for viable leads and makes referrals to Loan Officer, Business Services, Financial Advisor or Counselor.
- e) Resolves member complaints. Reports on complaints due to a service or quality issue, escalates the situation to resolution so the issue is not repeated.
- f) Receptive to skills coaching to determine missed opportunities or enhance individual excellence.

### **PERFORMANCE MEASUREMENTS**

- 1. Lending services are efficiently, effectively, and accurately performed in accordance with established policies, standards, and security procedures.
- 2. Loan problems are closely tracked and effectively resolved.
- 3. Good business relations exist with members. Member problems and complaints are promptly and professionally addressed and resolved.
- 4. Accurate and complete information about Credit Union products and services is provided to members.
- 5. Professional business relationships exist with vendor partners. Questions and problems are promptly and courteously resolved.
- 6. Effective working relations and coordination exist with department and other credit union personnel. Support is provided as required. Management is appropriately informed of area activities and of any significant concerns.
- 7. The Credit Union's professional reputation is conveyed and maintained.

### **Expectations for Employees**

- 1. Supports and advances Sun Federal's mission, vision, values and culture. Accepts responsibility to live Sun Federal's culture. Makes a positive contribution to business plan objectives, goals and outcomes. Follows Sun Federal's Service Behaviors. Shows professionalism, empathy and respect in all interactions with members, internal and external.
- 2. Takes personal responsibility to actively listen to the members, understand their needs and take initiative to help the member as your first priority. While some have little direct member contact, every position at Sun Federal supports the member.
- 3. Take ownership of job duties. Offer team members assistance when necessary to help develop a fully competent and cohesive workforce. Recommends and develops process improvements and procedures to enhance productivity and improve service.

4. Responsible for personal development through training, collaboration and teamwork. Understands and adheres to all policies, procedures and regulations. Maintains knowledge of regulations appropriate for position (i.e. Bank Secrecy Act, OFAC, etc.) and attends all training as it relates to position related regulations. Passes annual compliance requirements.
5. Adheres to Sun Federal's security procedures and safeguards member information.
6. Demonstrates professionalism in dress, tone, flexibility and communication.
7. Consistently acts as part of a cohesive team, demonstrating excellent interpersonal skills and the ability to interact positively with other employees. Maintains open and respectful communication with other departments. Handles conflict directly and discreetly.

### **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.*

<b>EDUCATION/CERTIFICATION:</b>	Associate degree in business or related field or an equivalent combination of formal training and experience.
<b>REQUIRED KNOWLEDGE:</b>	Thorough knowledge of lending products and applicable policies and standards. Understanding of regulations and legal requirements involving lending and related functions.
<b>EXPERIENCE REQUIRED:</b>	One to three years of experience in Credit Union or Financial Institution operations.
<b>SKILLS/ABILITIES:</b>	Strong member service skills. Able to communicate complex information clearly. Strong problem solving skills. Able to coordinate well with other departments and personnel. Ability to teach, train and coach others. Ability to work well under pressure. Professional appearance and attitude. Excellent presentation and communications skills. Flexible and able to develop new procedures. Cooperative and willing to assist and motivate others. Self-directed and able to work with minimal direction. Strong organizational abilities. Ability to operate related computer applications and other business equipment. Able to navigate multiple systems and use all related software applications.

### **PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION**

<b>FINGER DEXTERITY:</b>	Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.
<b>TALKING:</b>	Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
<b>AVERAGE HEARING:</b>	Able to hear average or normal conversations and receive ordinary information.
<b>AVERAGE VISUAL ABILITIES:</b>	Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.
<b>PHYSICAL STRENGTH:</b>	Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally.

## WORKING CONDITIONS

**NONE:** No hazardous or significantly unpleasant conditions (such as in a typical office).

---

## MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

**REASONING ABILITY:** Ability to apply logical 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;; and ratio, proportion, and percentage. Able to perform very simple algebra.

**LANGUAGE ABILITY:** Ability to read a variety of books, magazines and instruction manuals..  
Ability to prepare memos, reports, and essays using proper punctuation, spelling, and grammar.  
Ability to communicate distinctly with appropriate pauses and emphasis, correct pronunciation (or sign equivalent), and variation in word order using present, perfect, and future tenses.

## JOB DESCRIPTIONS INTENT AND FUNCTION

*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.*

**This Job Description is not a complete statement of all duties and responsibilities comprising this position.**