

<b>Department:</b> Lending	<b>Job Description</b>
<b>Job Description Title:</b> Loan Officer II	<b>FLSA Status:</b> <i>Non Exempt</i>
<b>Accountable To (Title):</b> Loan Manager	<b>Position Status:</b>
<b>Prepared By:</b> Associated Employers	<b>Revision Date:</b>

**Job Summary:**

The Loan Officer II is responsible for soliciting, negotiating, underwriting and coordinating the closing of moderately complex consumer, residential, equipment, commercial building and business loans in compliance with Southwest Montana Community FCU's lending policies and procedures; develops relationships with members; and promotes business for the Credit Union by maintaining good customer relations and referring members to appropriate staff for new services. The position of Loan Officer II assists in attaining established Credit Union goals through active participation in sales management and marketing of the Credit Union's services and products. Courses and training may be required.

**Essential Duties and Responsibilities and Expectations:**

*Includes the following, other duties may be assigned.*

- Meets with members to gather information and advises on loan products.
- Evaluate loan applications and documentation
- Analyze financials, property evaluations, credit reports and other variables for loan approval.
- Maximize Credit Union profitability through the appropriate pricing of new loan originations, fee income and selling of bank products and services.
- Negotiate terms, structure loan financing based on risk considerations and present credits for approval to appropriate levels of authority as needed.
- Approve loans or deny loans and follow processes for each.
- Review agreements for accuracy.
- Promote additional insurance or other products to members.
- Conduct internal loan reviews.
- Perform month end tasks such as matured loan modifications and credit bureau reports.
- Handle and negotiate delinquencies.
- Work with members to resolve complaints and other issues.
- Maintain an up-to-date and comprehensive knowledge on all credit union products and services, this includes answering basic member inquiries regarding interest rates, service charges and account histories while complying with disclosure requirements, regulations and consumer privacy policies. Coordinate with other departments and refer members to departments/personnel providing specialized services as necessary.
- Maintain an up-to-date comprehensive knowledge and abide by all Credit Union related policies, procedures, rules and regulations, including but not limited to Bank Secrecy Act, Fair Lending, Know Your Member, robbery, safety and security procedures.
- Follow all credit union policies and procedures.
- Represent the credit union in a positive and professional manner with all people including fellow employees, members, management, board members and outside vendors.
- Attends and participates in meetings as required.
- Completes required courses as assigned for ongoing compliance and continuing education.
- Report to work on time each scheduled day.

### **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 the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **Education and/or Experience:**

- Bachelor's degree in business or finance
- 3 yrs. minimum experience in lending
- 5 yrs. experience in a financial institution or SWMCFCU
- Equivalent combination of education and experience
- Related work experience may substitute for education

### **Language Skills**

- Ability to read, comprehend and write simple to complex instructions, short correspondence, and memos.
- Ability to read and interpret documents such as credit bureau reports, debt to income ratio reports, policy and procedure manuals.
- Ability to file data and organize files.
- Ability to effectively present information on one on one and small group situations to members, and other employees of the credit union.
- Able to communicate effectively by telephone.

### **Mathematical Skills:**

- Knowledge of basic arithmetic.
- Ability to compute rate, ratio, and percentages
- Ability to analyze personal and commercial financial and income information.

### **Reasoning Ability:**

- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Must have the capability to deal with problems involving several concrete variables in standardized situations.
- Applies highly proficient and specialized skills that allow employee to function in situations that are varied, complex, and/or non-routine.
- Decisions have major implications on the management and operations of an area within a department. Job may contribute to important strategy, operational and business decisions that affect the department.

### **Certificates, Licenses, Registrations**

- Bondable with CUMIS
- Notary (have or attain within 6 months of job/position acceptance)
- NMLS Registration (or attain within 6 months of job/position acceptance)
- Limited Lines Insurance License (have or attain within 1 year of job/position acceptance)
- Valid/Unexpired Driver's License

## **Other Skills and Abilities**

- Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction.
- Problem Solving --- Must be able to listen to customers, gauge the issue and help solve complex problems with sometimes upset and demanding members and internal issues with staff as well.
- Clerical — Knowledge of administrative and clerical procedures and systems such as word processing, managing files and records, and other office procedures and terminology.
- Interacting with Computers — Using computers and computer systems (including hardware and software) to enter data, or process information.
- Getting Information — observing, receiving, and otherwise obtaining information from all relevant sources.
- Working directly with the Public — Face to face and phone contact to acknowledge and complete loans for members and guests.
- Ability to use common office equipment such as computer, fax machine, copier, telephone, etc.
- Familiar with differences in all of products and services offered by other financial institutions to those offered by the credit union.

## **Physical Demands & Working Conditions:**

The work environment characteristics and the physical demands described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate, as is found in a normal business office with computers and printers, and light traffic.

Employee may be exposed to contagious illnesses such as colds and flu by virtue of working with the general public.

Employee may be asked to participate in outdoor activities related to the season for example snow shoveling and de-icing of sidewalks in winter and landscape maintenance during other seasons, weeding, replanting of flowerbeds, etc., as these tasks relate to the overall Branch Office appearance and safety needs.

Employee may be asked to participate and/or coordinate off-site/after-hours credit union activities including but not limited to: Annual Meeting/Dinner, Member Appreciation Day(s) and Credit Union Chapter Meetings, etc. Travel may be necessary.

While performing the duties of this job, the employee is frequently required to stand, perform repetitive hand motion (such as typing); reach with arms and hands; hear; listen; talk; walk; bend and sit.

Employee must frequently or regularly be able to lift 10 pounds and occasionally be able to lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and ability to adjust focus.

