

Job description

We're seeking a highly responsible and motivated individual who is interested in becoming a valuable member of our Member Services and Loan Processing team. The ideal candidate for this position will have prior experience working in an office setting and will be comfortable with following office procedures and policies. **This is not a typical credit union with walk-in traffic. Most of our business is done through phone and email as our membership is very limited. The ideal candidate will be self-motivated and able to work without much interaction from other employees.**

Responsibilities:

- Interact with staff/members in a professional manner.
- Answer phones and answer customer questions.
- Handle time-sensitive customer inquiries.
- Create and review written communications.
- Responsible for the maintenance of the files and records for the credit union. Duties include but are not limited to general clerical functions such as filing, photocopying, setting up and/or maintaining files and folders, typing folder labels, assembling reports and manuals, etc.
- Interview credit union loan applicants, professionally representing the credit union throughout the process. Research background information on loan applicants and resolve discrepancies. Process loan applications and perform a variety of support duties related to the lending function within the credit union.
- Gather background information and analyze loan applicants' credit history.
- Provide information on credit union products and services to current and potential members according to all credit union policies and procedures and Federal and State rules and regulations. Prepare, analyze, process, and document all required forms and related documentation for consumer loan products. Approve or deny a variety of consumer loan applications, with considerable loan authority. Promote credit union products and services.
- Responsible for the control of late and/or delinquent loan accounts and pending late payment reminders. Make follow up telephone calls on delinquent loan accounts and maintain accurate records on delinquent loan accounts. Optimize collections on accounts while balancing the goodwill of members with the overall business interests of the credit union.
- Other duties as assigned by management.

- Coordinate monthly newsletters to members, maintain social media and statement stuffers to members with their statements. Experience with Canva, Excel, PowerPoint, Publisher, etc preferred.
- **Experience with CU Answers & TransFund preferred**

Job Type: Full-time

Pay: \$43,000.00 per year

Benefits:

- Life insurance
- Paid time off
- Retirement plan

Schedule:

- 8 hour shift
- Monday to Friday

Application Question(s):

- Have you worked with CU*Answers? How long and what is your level of comfort within the system?

Experience:

- Banking/Credit Union: 1 year (Required)

Work Location: In person