

MEMBERS FIRST CREDIT UNION
JOB DESCRIPTION
Mortgage Loan Officer
(NON-EXEMPT)

Reports to: Lending Manager

Position Overview: The primary purpose of this position is to assist Members First Credit Union to deliver on its Mission: ***To make a positive difference in the lives of our members and our community.*** To achieve this mission the position must deliver high quality service to both internal and external members.

Major functions:

- Deliver on the Credit Union's Service Promises in every service situation
- To inform members of types of loans that are available at Members First Credit Union
- Interview, receive and process loan application(s) to a successful conclusion within the Lending Policies of the credit union.
- Increase loan volume by cross selling additional loan products using information obtained from the member credit report
- Be a visible presence in the local community. Promote the credit union and gain leads through participation in business, community, chamber, and charitable organization activities as assigned.
- To insure all approved loans comply with established mortgage loan standards and have zero errors.

Duties / Responsibilities:

- Deliver on our Service Promises in every internal and external member contact.
 - *I promise to treat you as an honored guest*
 - *I promise to take responsibility for your request*
 - *I promise to make it easy to do business with us.*
 - *I promise to respond to your requests in a timely manner.*
 - *I promise to identify your needs and suggest a solution that will help you achieve your financial goals.*
 - *I promise to ensure the security of your financial information.*
 - *I promise to show my appreciation for allowing me to serve you.*
 - *I promise to exceed your expectations at every encounter*
- Provide prompt, professional, helpful, knowledgeable and courteous member service while maintaining a courteous, friendly atmosphere for members and co-workers
- Maintain a dependable record of attendance and timeliness
- Troubleshoot and resolve member and internal inquiries in a timely, friendly and accurate manner
- Answer questions effectively and provide information as requested

- Review mortgage loan applications from members to determine feasibility of approving loan requests.
- Access credit-reporting system and review report and compare against the loan application.
- Calculate debt ratios on applicants.
- Create opportunities for expanded member relationships by determining member needs for additional products and services
- Work with Neighborhood Mortgage to process and complete loan packages.
- Approve loan requests for members who meet loan qualifications, or refer applications to the Lending Manager, VP Lending, President/CEO or the Board of Directors as per the loan policy.
- Deny the loan application and prepare an adverse action letter as required by law for loan requests that do not fall within current lending guidelines.
- Prepare all documents pertaining to the loan.
- Secure all documents and signatures to perfect any liens or notes and security agreements.
- Obtain proof of income from the member(s) when there is no current substantiation of income in file.
- Obtain proof of insurance on collateral, when applicable.

General Sales Expectation Guidelines and Duties:

- Successfully demonstrate effective selling skills and behaviors
- Meet minimum referral and sales requirements each month
- Maintain Sales Records
- Attend educational functions as required.
- Must have a good knowledge of all State and Federal laws governing the mortgage lending processes.
- Must have a good working knowledge of all credit union services.
- Other duties that may be assigned from time to time.

Lending Solution Expectation/Guidelines

- Quote total payment; including Protection Solutions package
- Educate members on Protection Solutions package

Educational Requirements:

- Minimum Associates Degree or completion of specialized course of study at a business or trade school

Experience Requirements:

- Two to five years' experience with a financial institution
- A working knowledge of loan processing and credit analysis

- Knowledge of the secondary market and experience with first and second mortgage residential real estate lending.
- Ability to operate a 10 key calculator and typewriter
- Experience operating a personal computer.

Other:

- A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become very important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary.
- Good communication skills
- Ability to sit for up to three hours at a time, lift up to 25 pounds and sit and read a computer screen for extended periods of time.

BSA Compliance:

I received training on the Bank Secrecy Act and Currency Transaction Reporting. I understand the importance of following the steps required of each of these regulations in helping to stop or prevent money laundering and identity theft. I also understand that there are severe monetary penalties for intentionally failing to follow these regulations to both myself and the credit union.

I have received and read a copy of the Bank Secrecy Act Policy, Bank Secrecy Act Procedures and the OFAC Policy from Members First Credit Union. I understand the basics of each of these documents and perform my job duties in compliance with each.

Name Printed

Signature/Date

Employee Acknowledgement:

By signing below, I acknowledge that I have:

- Received a copy of this job description and understand the requirements of this position
- Accepted the "At-Will" nature of my employment, as noted in the personnel manual and understand that this document does not constitute an employment contract
- Asked any questions I have regarding my responsibilities

Employee Signature _____ Date: _____