



TITLE: Consumer Loan Processor

REPORTS TO: Loan Department Supervisor

PURPOSE:

The Consumer Loan Processor is responsible for efficiently processing consumer loan applications, ensuring all underwriting conditions are addressed, and that loan documentation is complete and accurate. This role involves coordinating with loan officers, management, other credit union team members, and members to facilitate timely closings and disbursements. This position plays a key role in maintaining compliance with internal policies and procedures and enhancing the overall member experience.

PRIMARY RESPONSIBILITIES:

- Reviews loan applications and documents; ensures Loan Officers decisions are followed, gathers necessary documentation from members such as financial statements, payoffs, lien perfection documents, and coordinates closing schedules with members or other credit union colleagues.
- Meet with members to support with application intake process and cross sell/refer credit union products and services to meet members financial needs.
- Ensure all lending activities and processes are conducted in accordance with internal policies, procedures, guidelines, and comply with relevant state and federal regulations.
- Maintain quality loan documentation (loan notes) including verification of income, lien perfection secured, and ensuring loans are disbursed accurately and required documents are signed.
- Proactive in monitoring the loan origination system (LOS) queue management ensuring all applications requiring follow-up or member contacts are reviewed and contact efforts documented.
- Supports Lending initiatives, promotions, and objectives to meet loan growth goals.
- Conducts loan file quality reviews for accuracy, timelines, and adherence repayment terms as decisioned by the Loan Officers.
- Assist team or management with maintaining or developing reports as needed.
- Mentor, support, and cross train team members or other credit union staff as requested.
- Ensure DMCU service standards are maintained during every call or appointment, addressing internal and external member needs with professionalism and empathy.
- Perform all other duties as requested by management to support the needs of internal and external members.



Job Description

COMPETENCIES:

- Member Service
- Dependability
- Job Knowledge
- Policy Compliance
- Productivity
- Quality Control

REQUIREMENTS:

- High School Diploma or equivalent.
- Minimum 2 years of consumer lending experience or related field.
- Proficient with Microsoft Office Applications (Word, Excel, Outlook)
- Adept in Lending and Servicing software and applications.
- Strong attention to details and documentation.
- Experienced in loan products, processing, and lending compliance requirements.
- Strong verbal and written communication skills.
- Must be dependable and willing to work additional hours when necessary to serve both internal and external members.
- Ability to work in a demanding environment while meeting deadlines and turn-times.

WORKING CONDITIONS

- Ability to sit for extended periods of time.
- Ability to lift 10 – 15 pounds.