TITLE: Lending and Collections System Analyst

REPORTS TO: Chief Lending Officer

PURPOSE

The purpose of this position is to support and optimize the Consumer, Mortgage, and Collections Systems by managing refreshes, troubleshooting issues, testing, workflow improvements, and data quality to remain compliant. This role serves as a bridge between lending, collections, technology, and related application vendors to maintain system reliability, improve user experience, and enable staff to deliver timely, high-quality service to members.

PRIMARY RESPONSIBILITIES

- Serve as the primary point of contact for Consumer and Mortgage LOS, Collections or related application questions, troubleshooting, and issue resolution.
- Maintain and optimize Lending and Collections related application workflows and documents templates to align to policies and regulatory requirements.
- Manage and maintain logs for user permissions, profiles, queues, and role-based system accesses.
- Coordinate with IT, LOS, and collections vendors for issue resolution, improvements, and any applicable project execution.
- Analyze workflows to identify inefficiencies, bottlenecks, and opportunities for improvement.
- Ensure processes support compliance, data integrity, and quality control needs.
- Translate data findings into clear, concise reporting to drive informed decision-making.
- Provided required system reports and documentation for loan reviews, audits, and regulatory examinations.
- Lead or participate in LOS, collections, or core system enhancement projects.
- Coordinate with IT, Department Staff, Leadership, and Vendors to ensure successful deployment, end-user testing, and integration of any new system changes.
- Experience in coordinating and communication on change readiness timelines and supporting cross functional teams.
- Support with the creation of training materials and provide end-user training on new systems, updates, and processes.
- Perform all other duties and tasks as requested by management to support the needs of both internal and external members.

COMPETENCIES:
- Analytical Skills
- Change Management
- Problem-Solving
- Loan System Origination, Collections, or Related Applications Data Analytics
- System Configurations & Custom Reports

REQUIREMENTS
- Minimum of 3 years of experience in Collections, Lending, Operations, Servicing, or a data-driven role.
- Bachelor's degree in information systems/management information systems or a related field; equivalent experience may be considered.
- Previous experience in collections, loan origination, or related applications, core system analytics, and change implementation is essential.
- Experience in using Symitar or MeridianLink Loan Origination platforms is preferred.
- Excellent communication and interpersonal skills.
- Experience with data visualization tools such as Tableau, Power BI, or custom reporting is preferred.
- Possesses knowledge of compliance and regulatory standards.
- Ability to work in a fast-paced environment while meeting deadlines and turn-times.
- Must be dependable and willing to work additional hours when necessary to serve both internal and external members.
- Comply with the "Employee Expectations Agreement"
- Comply with the "Management Expectations Agreement"

WORKING CONDITIONS
- Ability to lift 10-15 lbs.
- Ability to sit for extended periods of time.