
KAHULUI FEDERAL CREDIT UNION

Job Description

Job Title: Loan Officer **Status:** Non-Exempt **Direct Supervisor:** Loan Manager

Purpose: To determine the financial needs of prospective borrowers and explain and promote loan products to fulfill those needs. To process, underwrite and participate in lending decision on all loan applications including consumer loans, HELOCs and mortgages.

Essential Duties:

- Outstanding Service:
 - Meet with prospective borrowers (members and nonmembers).
 - Respond to member/nonmember inquiries regarding all loan products especially HELOCs and mortgages.
 - Seek opportunities to cross-sell; initiate discussion with prospective borrowers regarding our ability to meet their financial needs.
 - Provide timely responses to all borrowers or prospective borrowers.
- Loan Processing:
 - While this position will handle processing of consumer loans and VISA credit cards, it also includes processing of HELOC's and mortgages.
 - Prepare and distribute loan application packets including applicable disclosures
 - Conduct loan interviews and gather/prepare all necessary loan documents.
 - Perform all required analyses and verifications.
 - Coordinates and reviews real estate Appraisals
 - Orders and reviews real estate title documents and mortgage documents
 - Prepare loan files for review
 - Inform applicants of approval/counteroffers/disapprovals and complete ECOA adverse action forms if applicable.
 - Prepare all documents needed to execute and disburse approved loans.
 - Disburse loans.
 - Provide credit counseling
 - Ensure that KFCU's security interests are protected by following up and resolving any title or insurance issues in a timely manner.
 - Process documents for paid-in-full loans.
 - Loan Underwriting:
 - Examines and evaluates member's loan application
 - Verifies if the loan meets underwriting guidelines and other regulatory requirements
 - Document findings and loan analysis
 - Loan Decision:
 - Approves loans within lending limit
 - Refer loans that are above the loan officer's lending authority to management
 - Refer loans with recommendation to counter or deny to management
 - Refer exception loans to management
- Recordkeeping:
 - Utilize existing spreadsheets, systems and programs to ensure Loan Department data is accurate and current.
 - Run/retrieve/review/distribute reports as needed or assigned
 - Perform various data entry tasks as needed.
 - Maintain organized loan files
- Loan Portfolio Growth:
 - Participate in activities and promotions designed to grow our loan portfolio
 - Actively contribute ideas/suggestions for increasing membership and loan portfolio

- Compliance/Security:
 - Successfully perform all responsibilities with regard to State and Federal regulations such as the Bank Secrecy Act, OFAC requirements, Truth in Lending, Equal Credit Opportunity, Home Mortgage Disclosure Act, SAFE Act, Privacy Act, Elder Financial Abuse, Identity theft and all NCUA and CFPB regulations.
 - Keep abreast of any changing Federal lending regulations and follow any updated policies or procedures.
 - Adhere to security and internal control processes.
 - Maintain confidentiality of member information.
 - Serve in various capacities to ensure we have dual controls (night deposit, mail opening, vault change, deposit bag drop) and adhere to cash control limits and procedures.
- Rotational Duties:

In addition to the duties above, each Loan Officer may be assigned one or more of the following duties:

 - Backup for Loan Processor: In the absence of the Loan Processor, in conjunction with the Loan Processor or as otherwise directed by the Loan Manager or President.
 - Process Member Claims (Credit Life, Credit Disability, GAP)
 - Perform daily, weekly, biweekly, beginning of month, end of month and annual tasks
 - Distribute incoming mail
 - Collections – A designated Loan Officer will hold primary responsibility as Collection Officer. Other Loan Processor or Loan Officer may still be assigned collection duties by the Loan Manager or President.

Other Duties:

- Attend Annual Membership Meeting and other credit union functions, workshops and conferences.
- Participate in regular training events, webinars and departmental meetings.
- Perform all other duties assigned by Management.

Working Conditions:

- Indoors in air-conditioned office building.
- Equipment Use - Personal Computer, typewriter, calculator, copier machine, facsimile, telephone, scanner, security equipment.
- Work Hours - Generally 8:15 a.m. - 5:30 p.m. Monday through Friday with scheduled breaks/meal break. Meetings or training may occasionally be held at other days/time of day.

Mental Demands:

- Attention to detail, alertness, and accuracy.
- Problem solving abilities and organizational skills.
- Adherence to deadlines.
- Ability to add, subtract, multiply and divide using whole numbers and decimals. Ability to compute rates, ratios and percentages.
- Ability to maintain confidentiality of non-public personal information regarding members.
- Ability to read and comprehend written material, especially regulatory manuals and legal documents.

Physical Demands:

- Sitting for several hours at a time.
- Extended hours working with a personal computer (typing, viewing monitor)
- Occasional lifting and carrying of up to 20 lbs of items such as boxes, forms, equipment, etc.

Communication Demands:

- Ability to communicate clearly and express ideas in face-to-face situations, on the phone and in written form.

General Qualification Requirements:

- Education/Experience – High school diploma or general education degree (GED); 2 years of experience in a financial institution, preferably in a loan processing or loan officer capacity; or a combination of education and experience that provides the necessary skills and knowledge to satisfactorily perform the essential job functions.
- Skills/Knowledge:

- Proficient in Word and EXCEL.
- The ability to learn financial industry software (such as Portico, Loancierge)
- Familiarity with 10-key
- Experience in lending, sales, customer/member service considered a plus

Mortgage Loan Officer Registration Requirements: KFCU is subject to the Secure and Fair Enforcement for Mortgage Licensing Act of 2008 (S.A.F.E. Act) which requires that employees performing mortgage loan origination activities to be registered with the Nationwide Mortgage Licensing System and Registry (Registry). Due to the limited size of our institution and the potential for loan-related duties to be shared among all employees in the Loan Department, each employee in the Loan Department will be required to register as a Mortgage Loan Originator (MLO) with the Registry. Employees in a loan department position, will be required to submit to the Registry some identifying information and their financial services-related employment history for the past 10 years. Additionally, Loan department employees need to authorize the Registry and KFCU to obtain information related to sanctions or findings in any administrative, civil or criminal action to which they are a party, made by any governmental jurisdiction. Loan Department employees will also be required to authorize the Registry to make available to the public the following information: name, employment by KFCU, 10 year financial services-related employment history, and certain criminal convictions, regulatory actions, civil judicial or litigation actions related to financial services. Individuals unable or unwilling to comply with the registration requirements of the S.A.F.E. Act will be deemed ineligible for the position.

Federal Credit Union Act and other related requirements:

Individuals may not be eligible for employment if they have received a conviction for a criminal offense involving dishonesty or a breach of trust, or have agreed to enter into a pretrial diversion or similar program in connection with a prosecution for such offense. Further, to be employed at KFCU you must be “bondable.” Employees (including prospective employees) must provide all information required by an approved bond or insurance company to determine “bondability/insurability” and such individuals may not be employed if such coverage is denied or cancelled. Prospective employees are subject to fingerprinting and will be required to consent to a formal background check, including credit history. Suitability for employment will be considered in accordance with all laws and regulations applicable to Kahului Federal Credit Union.

The above information on this job description has been designed to indicate the general nature and level of work performed by an employee in this classification. It is not to be interpreted as a comprehensive inventory, or all duties, responsibilities, and qualifications of employees assigned to this job. Management has the right to add to, revise, or delete information in this description. Reasonable accommodations will be made to enable qualified individuals with disabilities to perform the essential functions of this position.