

## ***LOAN OPERATIONS SUPERVISOR***

This position is primarily responsible for the proactive, efficient and effective management of all areas of loan operations including staff supervision, loan servicing, onboarding of new loans, loan reporting, various reconciliations, member support, loan file maintenance and retention, and loan origination systems updates according to established Credit Union policies, procedures, and legal and regulatory guidelines.

### **Essential duties include but are not limited to:**

- Ensure departmental compliance with established Credit Union standards, policies and procedures, legal and regulatory guidelines, rules and regulations of external industries such as title and insurance companies, motor vehicle registries and applicable investor requirements.
- Define and implement a measurement of acceptable staff performance to effectively safeguard the Credit Union's loan portfolio.
- Liaise with and support legal counsel and auditors on various regulatory and compliance issues as well as various special projects including audits and examinations; follow up and correct any items addressed and ensure necessary changes or recommendations have been implemented as directed.
- Manage the creation, preparation, and distribution of various loan reports to effectively analyze productivity, volume, and performance; Monitor loan control reports and ensure appropriate action is taken when required.
- Oversee the maintenance and administration of the Credit Union's loan origination systems and various delivery channels through multiple departments; Monitor and coordinate system and software updates.
- Effectively support the Credit Union's various lending departments; provide technical advice and guidance to staff and lending personnel.
- Oversee title administration and monitor for the receiving, recording and filing of automobile titles evidencing the collateral position of the Credit Union resulting from auto loans.
- Provide timely and accurate response to Loan Operations inquiries; answers questions, provide documentation, explain procedures, interpret policy, resolve discrepancies, and handle complex problems.

### **Qualifications include but are not limited to:**

- Bachelor's degree in a business related field preferred; equivalent experience considered
- Three or more years of consumer lending experience
- Proficiency in loan underwriting/origination systems required
- Expertise in HMDA, FNMA, mortgage operations and servicing, indirect vehicle lending, credit card programs, and FiServ/DNA system is essential.
- Strong understanding of loan documentation and procedures
- Must be fluent in English; Bilingual a plus.
- Knowledge of and adherence to proper telephone etiquette
- In-depth knowledge of departmental operations, ability to manage, train, and motivate employees, and a working knowledge of loan operations, processes and procedures including compliance requirements.
- Proficiency of Microsoft Office specifically Excel, formulas, and pivot tables
- Developed organizational skills with attention to detail

All candidates will be required to consent to a background screening which may include criminal, bondability and credit checks.

A complete Job Description and analysis of the physical and mental demands of this position are available upon request.

**Qualified applicants only should respond with cover letter and resume to [HR-loanops@greenwoodcu.org](mailto:HR-loanops@greenwoodcu.org)  
Application deadline is Friday, March 3, 2017.**

Greenwood Credit Union is an Equal Opportunity/Affirmative Action Employer and therefore provides equal employment and advancement opportunities to all employees and applicants for employment without regard to race, color, ethnicity, religion, gender, pregnancy/childbirth, age, national origin, sexual orientation, gender identity or expression, disability or perceived disability, genetic information, citizenship, veteran or military status, marital or domestic partner status, or any other category protected by federal, state and/or local laws.