



### **Loan Officer – Independence, OH**

At Century Federal Credit Union, people are at the heart of everything we do—both the members we serve and the employees who make that service possible. We are proud to foster a workplace culture built on integrity, collaboration, and innovation, where every team member is valued and encouraged to grow. We believe work should be meaningful, purpose-driven, and joyful. Together, our teams help ensure the credit union's strength, transparency, and regulatory soundness while continually finding better ways to serve, support one another, and make a positive impact.

The Loan Officer will provide information on credit union products and services to members in accordance with credit union policies and procedures and State and Federal rules and regulations. Responsible for interviewing and evaluating applicants for loans and processing various loan applications. Gather background information and analyze loan applicants' credit history. Approve or deny loan applications based on analysis. Operate with substantial credit authority.

#### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Gather background information on loan applicants by interviewing loan applicants and obtaining credit bureau reports. Handle loans of highest complexity, value, or risk.
- Assist members with the loan application process to ensure completeness of information.
- Pull credit reports for all accounts, verify debts, estimate monthly payments for any outstanding debts not listed and add them to debts on application.
- Calculate debt-to-income ratios on loan applicants and calculate how much of a loan applicant's debt is secured or unsecured.
- Complete loan applications over the phone and/or electronically.
- Determine collateral needs and payment plans for members applying for loans.
- Determine eligibility of loan co-maker from co-maker's statement and credit rating.
- Approve or deny loan applications.
- When a loan is denied, explain reasons for denial in a professional, courteous manner.
- Work with member to provide recommendations or alternative options for other possible ways to secure a loan in the future.
- Verify the accuracy of loan amounts and repayment terms on approved loan applications.
- Complete loan documents and disburse loans when approved.
- Implement new loan products and services in accordance with management direction.
- Cross-sell lending and other credit union products.

#### **REQUIRED KNOWLEDGE**

- Requires knowledge of credit union loan policies, procedures and credit-granting practices
- Lending skill and knowledge
- Knowledge of banking processes preferred
- Problem solving skills.

- Excellent written and verbal communication skills.
- Detail oriented and able to multi-task in a fast-paced environment.
- Ability to self-motivate and work independently; able to also work effectively as a team.

#### **SKILLS AND ABILITIES**

- Thorough understanding of computer systems
- Customer/Member Service
- Interpersonal/Team Player
- Motivated/Works Independently
- Sales/Negotiation Skills
- Analytical/Problem Solving
- Organizational Skills
- Detail Oriented
- Verbal/Written Skills
- Microsoft Office
- Prioritize/Multi-task

#### **EDUCATION/EXPERIENCE**

- High school graduate or equivalent
- 2 years of experience in financial services industry or experience in customer service, or equivalent experience.

The successful candidate must meet and comply with all requirements set forth in the SAFE Act, including, but not limited to successful completion of the required background checks and drug screen.

Century Federal Credit Union offers competitive pay, a full range of outstanding benefits including tuition refund, opportunity for advancement, and work/life balance. We, at Century Federal Credit Union, believe that by valuing the differences among us, we demonstrate our commitment to treating all our employees and members with fairness, dignity and respect.

"Together We're Better" is our motto.

Century Federal Credit Union is an Equal Opportunity Employer committed to engaging a diverse workforce and sustaining an inclusive culture. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, disability, or veteran status.

*We are an Equal Opportunity Employer*