

## **Consumer Loan Processor**

### **Why Work for Mainstreet Credit Union?**

Because Mainstreet Credit Union was named the Best Credit Union in Kansas by Forbes Magazine, of course! Not to mention, Mainstreet Credit Union aims to be the financial home to every member. We continue to strive for a welcoming culture, where our employees are knowledgeable, helpful and accountable for their position within the team. To achieve this vision, we provide continued training and development opportunities, as well as a friendly environment where members and employees can feel at home. Being a not-for-profit organization, we keep business simple and real. We enjoy sharing in our community, and we always find the most effective way to serve our members.

In addition to our friendly and welcoming environment, we offer our employees:

- Work-life balance because of our day-time hours
- Three weeks of PTO in the first year with a generous annual PTO carryover plan
- A wide variety of insurance options for health, dental, and vision
- 401k with company match
- Company provided life insurance and long-term disability
- Discounts on consumer loans

### **Let's Learn About the Job**

#### **Position Overview:**

The Consumer Loan Processor is responsible for assisting the credit union loan officers, electronic branch (e-branch) and indirect dealers in the processing of loans. Specifically, this position will be the primary processor of all types of consumer loans generated through the electronic branch, all real estate loans and assist in funding indirect contracts.

#### **Major Responsibilities:**

1. Create closing documents for all consumer loans originated in the e-branch. Create closing documents for all home equity loans originated by the credit union. Communicate with members, branches and e-branch regarding the loan process and paperwork. Accurately follow closing instructions. Deliver loan documents to branches or electronically to meet scheduled closing times. Be proficient with closing loans through DocuSign. Follow up with members, branches and e-branch on all loans that did not close.
2. Analyze and approve proof of income, loan stipulations, real estate title-work and other supporting documents.

3. Review, file and track mortgages to ensure they are recorded. File online liens on all new vehicle loans. Follow up on lien releases on all new vehicle refinance loans. Perform file review of new loans. Manage the expiring credit line process for HELOC loans.
4. Gather and audit indirect loan packages. Ensure compliance with underwriting stipulations. Communicate with dealers to resolve issues. Book loans to the operating system and disburse loan proceeds to the dealer. Quote payoffs and participate in business development opportunities with dealers.
5. Ensure regulatory loan documents are provided to the borrower within time frame guidelines; including adverse action letters and home equity disclosures.
6. Order third party reports for home equity loans including Flood Certifications and Owner & Encumbrance reports. Review reports to ensure the credit union's risk exposure is limited.
7. Compile monthly reports and act as a resource to lending staff.
8. Completion of appropriate Credit Union "in house" resource curriculum that covers such areas as cross selling, other lending functions, credit union philosophy and other pertinent subjects relating to this position.
9. Other duties as assigned.

**Required Education and Experience:**

- High school diploma required.
- Minimum of two years' experience with loan and real estate documentation.

**Knowledge, Skills and Abilities:**

- Knowledgeable with state vehicle title requirements.
- Tax return analysis skills.
- Open minded attitude.
- Ability to show initiative.
- Good judgment skills.
- Ability to manage multiple time sensitive tasks.
- Display effective communication skills, both oral and written.
- Excellent relationship building skills.
- Display pride in work.
- Basic computer skills.
- Experience with loan origination software.
- General office equipment.

**Preferred Qualifications**

- College degree preferred.

**Physical Requirements:**

- Regularly required to talk and hear. Frequently required to stand, sit, walk, use hands to finger, handle or feel; and reach with hands and arms.

### **Company Overview**

Mainstreet Credit Union began in Johnson County over six decades ago as the Northeast Johnson County Teachers' Credit Union. Over the years, Mainstreet Credit Union has grown its business by expanding to new locations and acquiring smaller credit unions in the Kansas City area. Today, Mainstreet Credit Union has over 63,000 members, 12 branches across 9 cities, and a much shorter name!