

**CATHOLIC FAMILY FEDERAL CREDIT UNION**  
**MEMBER SERVICES SUPERVISOR / CONSUMER LOAN OFFICER**

Department: Operations  
Reports To: VP of Operations

Classification: Non-Exempt  
Effective Date: February 2, 2017

**Role**

To assist members with their consumer lending need; including Indirect Lending; analyze loan request and make credit decisions based on lending policy.

**Major Duties and Responsibilities**

Interviews member loan applications to develop information concerning their loan needs, earnings and financial condition, evaluates their needs and recommends options.

Maintains loan files, liens, mortgages and collateral protection insurance on all applicable loans.

Analyzes current financial position of members to determine the degree of risk involved in extending credit or lending money. Makes decision to approve, counter, disapprove or forward the loan request to higher levels for decision.

Prepares and/or reviews all loan documents for completeness and accuracy.

Establishes the terms and conditions of an approved loan and reviews them with the member.

Participates in product, service and sales development activities and training.

Process Debit and Credit Card Disputes.

Supervises Tellers to ensure compliance with daily operations

Other duties as assigned.

**Knowledge and Skills**

Six months to two years of similar or related experience preferred.

A high school education or GED

A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves extensive personal contact with the membership and staff and is usually of a personal or sensitive nature. Work may involve motivating or influencing others. Outside contacts become important and fostering sound relationships with other entities (companies and/or individuals) becomes necessary.

**Other Skills**

Proficiently operate multiline telephone system, ten-key calculator, personal computer with recent or current versions of Microsoft Office (Microsoft Word and Excel), and Windows Operating system and the internet.

Must be a team player.

**This Job Description is not a complete statement of all duties and responsibilities comprising the position.**