

Job Title	Indirect Lending Loan Processor
Short Description	helping in the processing of our Indirect auto loans
Full Description	<p>Position Description</p> <p>Department: Indirect Lending Reports to: AVP Indirect Lending</p> <p>Position Purpose</p> <p>The primary purpose of this position is to assist Associated Credit Union in living out its Mission: To offer members financial products that fulfill their needs, service that exceeds their expectations, and relationships that inspire their trust.</p> <p>The role of the Indirect Loan Processor is to process dealer loans and contracts and provide administrative support to the department to ensure accurate and timely service. Also, the Processor is responsible for communicating with members, staff and dealer personnel to deliver a great member experience that fulfills their needs, offering service that exceeds expectations and builds relationships that inspires trust.</p> <p>Essential Functions & Core Duties</p> <ul style="list-style-type: none">• Daily accurate processing and funding of Indirect Loan contracts within established guidelines.• Review incoming contracts to verify required information is compliant with Indirect Loan checklist.• Welcome call to all members before loan funding.• Open new accounts and create loans in core system.• Ensure all documentation is received and any issues remedied for completion of loans.• Create a seamless experience educating members about payment options.• Prepares, assembles and maintains loan document files and promptly submits for QC.• Answers phone, email and skype message inquiries from Indirect lending queues.• Timely response to dealership inquires. <p>Other Duties & Responsibilities</p> <ul style="list-style-type: none">• Process and provide all documentation for Gap Insurance claims.• Send invoices for product refunds.• Assist with researching and correcting accounting discrepancies.• Posting loan checks to the proper account or GL. <p>Qualifications</p> <p>Education: High School Graduate or Equivalent, some secondary education preferred.</p> <p>Experience: 1-2 year of banking / credit union loan or customer /</p>

member service experience in a lending environment.

Core Competencies:

- Self-Motivated: ability to continuously prioritize work and manage time effectively to meet department objectives.
- Understanding of Indirect Lending policies and procedures.
- Adhere to Bank Secrecy Act (BSA) regulations.
- Collaborative: Demonstrates cooperative and positive attitude towards members, dealers and staff.
- Maintain the confidentiality of ACU and member records and information at all times.
- Attention to details: ability to achieve thoroughness and accuracy when processing Indirect Loans.
- Effective Communication:
 - o Excellent verbal and written communication skills.
 - o Speaks clearly with understanding by active listening.
- Time Management: ability to organize and prioritize tasks associated with multiple activities.
- Technical: proficient with the computer skills to include MS Word, MS Excel, MS Outlook, and Adobe PDF.

General Operational Requirements:

- Represents ACU in a courteous and professional manner.
- Provides high levels of member service.
- Reports to work punctually, works all scheduled hours.
- Professional in appearance, demonstrates quality and quantity in work performance.

Performance Metrics

- Completion of continuing education requirements (BAI courses)
- Response rates to Indirect Lending loan change queue
- Measurable call statistics
- Loan errors
- Funding loans within 72 hours

This job description is not intended to provide an all-inclusive listing of related job activities. Management may request the incumbent to perform other related activities in place of or in addition to those representative activities noted in this job description.

Education	High school
Additional Comments	
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State	Georgia
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