

Job Title	Lending Operations Loan Fulfillment Specialist
Short Description	Jax Federal Credit Union is seeking a Lending Operations Loan Fulfillment Specialist to serve as a primary support representative for loans originating from the online channel and designated branches for processing and funding of new loan applications. Maintain extensive knowledge of all products and services. Identify and collect any loan officer stipulations prior to loan closing. Efficiently review loan applications, collect any necessary loan documentation to include power of attorney forms, balance transfer forms and the like. Prepare and deliver closing documentation and loan funding. Other fulfillment to include the issuance of ancillary products such as Credit Life and Disability, issuing GAP and MRC, and any other required post-closing documents. Compliance and quality assurance standards should be met with a high percentage of accuracy. Monitor lending queues to ensure established turnaround time metrics are maintained.

Full Description	Jax Federal Credit Union is seeking a Lending Operations Loan Fulfillment Specialist to serve as a primary support representative for loans originating from the online channel and designated branches for processing and funding of new loan applications. Maintain extensive knowledge of all products and services. Identify and collect any loan officer stipulations prior to loan closing. Efficiently review loan applications, collect any necessary loan documentation to include power of attorney forms, balance transfer forms and the like. Prepare and deliver closing documentation and loan funding. Other fulfillment to include the issuance of ancillary products such as Credit Life and Disability, issuing GAP and MRC, and any other required post-closing documents. Compliance and quality assurance standards should be met with a high percentage of accuracy. Monitor lending queues to ensure established turnaround time metrics are maintained.
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Location: Park Street Building, 562 Park Street, Jacksonville, FL 32204

Status: FT (approximately 40 hours per week)

Major Duties and Responsibilities:

Maintain a high level of accuracy which is necessary for compliance and quality assurance standards for the credit union's lending guidelines.

Responsible for reviewing and working daily and weekly reports within the expected time frame.

Responsible for acquiring and clearing any loan officer stipulations prior to and after closing; to include the collection of any closing or post-closing documents.

Collect any necessary closing documents and coordinate electronic

closing activities with external members. Prepare closed-end and open-end document packages for electronic delivery to members. Coordinate and communicate closing expectations with members.

Close and fund all types of consumer loans for the Contact Center and designated branches and ensure loans are properly funded on the host system.

Be proficient in offering additional products and services such as Credit Life, Credit Disability, GAP, MRC, deposit accounts, automatic payments, other loan and mortgage products, etc., to enhance the relationship with the member.

Assist in handling member's concerns regarding closing or post-closing items.

Answer the Lending Operations hotline within the established time frames. Serve as a subject matter expert for new loan applications and loan funding.

Resolve assigned problem resolution issues promptly.

Performs other duties as assigned.

Knowledge & Skills

Experience:

Two to five years of similar or related experience including time spent in similar or preparatory positions.

Education/Certifications/Licenses:

A high school degree or GED is required.

Interpersonal Skills:

A significant level of trust and diplomacy is required, in addition to normal courtesy and tact. Work involves personal contact with others and/or is usually of a personal or sensitive nature. Good independent worker whom is detail minded a member service oriented.

Other Skills:

Technology and Equipment: This job requires strong technical skills to include computer aptitude.

PC Skill Level: Strong technical skills to include Intermediate to advanced computer proficiency, Intermediate level experience using MS Office Suite (Word/Excel).

Telephone Etiquette: Good listening and strong consultative sales skills.

Accuracy: Strong attention to detail. Ability to follow policies and

procedures. Ability to research, find and apply answers to complex lending questions. Demonstrated proficiency with mathematics.

ADA Requirements

Physical Requirements:

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is occasionally required to stand; walk; sit; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Working Conditions:

Must be able to routinely perform work indoors in climate-controlled shared work area with minimal noise.

Mental and/or Emotional Requirements:

Must be able to perform job functions independently or with limited supervision and work effectively either on own or as part of a team. Must be able to read and carry out various written instructions and follow oral instructions. Must be able to complete basic mathematical calculations, spell accurately, and understand computer basics. Must be able to speak clearly and deliver information in a logical and understandable sequence. Must be capable of dealing calmly and professionally with numerous different personalities from diverse cultures at various levels within and outside of the organization and demonstrate highest levels of customer service and discretion when dealing with the public. Must be able to perform responsibilities with composure under the stress of deadlines / requirements for extreme accuracy and quality and/or fast pace. Must be able to effectively handle multiple, simultaneous, and changing priorities. Must be capable of exercising highest level of discretion on both internal and external confidential matters.

Acknowledgement

Nothing in this position description restricts management's right to assign or reassign duties and responsibilities to this job at any time.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This job description is not a contract and should not be construed as a

guarantee of employment for any specific period of time.

We are an Equal Opportunity Employer and do not discriminate against employees or applicants based on race, color, religion, sex/gender, national origin, disability, age, or any other category protected by law.

Education	A high school degree or GED is required.
Additional Comments	Apply online by visiting https://www.jaxfcu.org/careers/
Credit Union	Jax Federal Credit Union
State	Florida
Contact Name	Aimee Haga
Email	ahaga@jaxfcu.org
Phone	904-475-8023
Fax	904-350-9356
Expiration Date	01/15/2022