

Job Title	Lending Operations Title Specialist
Short Description	<p>Jax Federal Credit Union is looking for a Lending Operations Title Specialist to serve as the primary processor and point of contact for all title work including the collection and follow ups. The associate will ensure that title work related documents are received and processed in a timely manner, and conduct weekly trips to the DMV for title-work preparation. The Lending Operations Title Specialist will efficiently review loan applications, process and fund Business Loans, and act as assistant support representative for loans originating from the online channel and designated branches for processing and funding. The associate will maintain extensive knowledge of all products and services, and 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 IWS, 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. Serve as a back-up indirect lending funder and process Pre-Approved Vehicles express drafts as needed.</p>

Full Description	<p>Jax Federal Credit Union is looking for a Lending Operations Title Specialist to serve as the primary processor and point of contact for all title work including the collection and follow ups. The associate will ensure that title work related documents are received and processed in a timely manner, and conduct weekly trips to the DMV for title-work preparation. The Lending Operations Title Specialist will efficiently review loan applications, process and fund Business Loans, and act as assistant support representative for loans originating from the online channel and designated branches for processing and funding. The associate will maintain extensive knowledge of all products and services, and 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 IWS, 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. Serve as a back-up indirect lending funder and process Pre-Approved Vehicles express drafts as needed.</p>
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LOCATION: Corporate Office, 562 Park Street, Jacksonville, FL 32204

STATUS: Full-time (Approximately 40 hours per week)

Major Duties and Responsibilities

Responsible for the collection of documents and processing of all title work for our consumer loans. Process and fund business loans. Maintain a high level of accuracy which is necessary for compliance

and quality assurance standards for the credit union's lending guidelines.

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 loan document packages for electronic delivery to members.

Responsible for maintaining the Credit Union's electronic titles system. Ensuring all liens are recorded and released properly within in a timely manner.

Be proficient in offering additional products and services such as Credit Life, Credit Disability, GAP, IWS, 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 and Skills

EXPERIENCE:

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

EDUCATION/CERTIFICATIONS/LICENSES:

A high school education or GED.

INTERPERSONAL SKILLS:

Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion.

OTHER SKILLS:

Must demonstrate strong oral, written communication and listening skills. Demonstrated ability to navigate and search the internet and is proficient (intermediate to advanced level) with MS Office Suite to include Word, Excel, PowerPoint. Able to create an Excel spreadsheet with formulas. Possess strong keyboarding skills, able

to multi-task between equipment (computer and telephone). Effectively navigates dealer websites and credit union specific sites. Able to use Internet sites for navigating to the web site sources needed to process title documentation. Ability to solve practical problems and deal with a variety of concrete variables in situations where a considerable amount of standardization exists. Ability to interpret a variety of instructions furnished in written form, including but not limited to, Loan Policy and Procedural Manuals, and applicable regulations.

ADA Requirements

PHYSICAL REQUIREMENTS:

Is able to bend, sit, and stand in order to perform primarily sedentary work with limited physical exertion and occasional lifting of up to 10 lbs. Must be capable of climbing / descending stairs in an emergency situation. Must be able to operate routine office equipment including computer terminals and keyboards, telephones, copiers, facsimiles, and calculators. Must be able to routinely perform work on computer for an average of 6-8 hours per day, when necessary. Must be able to work extended hours or travel off site whenever required or requested by management. Must be capable of regular, reliable and timely attendance.

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.

Acknowledgment

Nothing in the 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 constructed as a guarantee of employment for any 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 education or GED.
Additional Comments	Apply online by visiting https://workforcenow.adp.com/mascsr/default/mdf/recruitment/recruitment.html?cid=9a07bc15-a98c-4ef1-901a-8cb49f5ad6b8&cclid=19000101_000001&jobId=372910&source=C2&lang=en_US
Credit Union	Jax Federal Credit Union
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Expiration Date	11/08/2021