

Role: Assist internal and external members with ensuring loan applications have the necessary documentation post-closing. Work as a Team Member of the Member Services Department while ensuring that all processes and policies are being followed to close loans focusing on back-office tasks that are critical to booked loans.

Essential Functions & Responsibilities:

- Ensure all secured vehicle liens are perfected, to include tracking, follow up, and communication to management on outstanding liens.
- Review member loan applications that are booked ensuring proper documentation and accuracy.
- Process all email and mail requests sent by internal and external members ensuring accuracy and timely resolutions.
- Perform miscellaneous back-office duties to complete loan files and tracking processes.
- Support Loan Processors as volume and/or staffing dictates to include prepping loans for closing and booking, as necessary.
- Cross-offer Extra Credit Union services to members.

Qualifications:

- One to twelve months of similar or related experience
- A high school education or GED (required)
- Excellent interpersonal and communication skills
- Ability to provide ordinary courtesy when interacting with the public and coworkers