

POSITION DESCRIPTION

Position: Loan Underwriter

FLSA Status: Non-Exempt

Position Overview

Under immediate supervision, the Underwriter I position will serve under the direction of the Underwriter Manager. Work assignments are accomplished in accordance with established policies and procedures and problems encountered are directed to immediate supervisor.

Essential duties and responsibilities:

- Must present professionalism and a high level of respect in all job duties. Must have a courteous and friendly attitude with members, supervisors, and co-workers is required.
- Demonstrated success and sound judgement with HCU principles, support and analytical skills are required.
- Requires thorough understanding of the loan process. Must review each loan application request via Teams application as well as phone calls.
- Verifies validity and accuracy of loan applications and ensures completeness of each. Compares each loan against HCU policy to determine policy standards are met.
- Must pay attention to detail, verifying rate is correct, incomes is calculated correctly, and the credit report for each borrower on the loan application is reviewed.
- Required to review potential credit risks to the credit union
- Must be able to review loan-to-value on auto loans
- Reviews each loan for missed cross-sell opportunities
- Works closely with Financial Service Representative staff to identify areas of deficiency or where errors are frequent
- Offer recommendations to improve the financial situation for members
- Review loans that need exception approval with other underwriters or management to obtain approval, as well as deny loans that are not within guidelines.
- Document any errors with underwritten loans, and also notating any issues with individual loans on the shared spreadsheet for other underwriters to review.
- Review all indirect loans in the CRIF indirect lending system
- Review loans that are sent to Underwriting department for quality control purposes
- If needed, reassemble loans in the proper order and/or with any other corrections
- Ability to communicate appropriately at all levels, and specific to the Financial Service Representatives for review of incorrect and/or missing items. Establishes a plan, if necessary, for obtaining those items and takes necessary action steps for follow-up items.
- Ensures accuracy of above-related items prior to approval / sign-off of each loan. Performs tasks

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in accordance with HCU policies and procedures and in a timely manner.

- Position is also required to assist with the indirect loan process including completing daily touch points and assembling packets for new members with indirect loans.
- Ensures that the Branch image is favorable, reflecting a sound and secure financial institution that employs prudent housekeeping procedures, safety measures, and provides a pleasant atmosphere for members, including privacy, confidentiality, and ease of use.
- May be required to travel to other branch offices, as needed.
- Other duties as assigned by direct manager or senior level staff, as determined by fluctuating business needs.

Minimum Requirements:

- High school diploma or equivalent; Associate's degree preferred
- Previous loan experience is required
- Strong phone and in-person communication skills along with active listening skills
- Familiarity with banking systems and practices, preferably with prior Teller experience
- Ability to multi-task and work in a fast-paced environment

Competencies:

- Ability to read and interpret documents such as safety rules and procedure manuals. Ability to write routine reports and correspondence.
- Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Work Environment:

Required to sit, stand, walk, stoop, kneel, crouch, or crawl. Ability to use hands and fingers, handle, or feel objects, tools, or controls, reach with hands and arms. The noise level in the work environment is usually moderate.

May be required to lift and/or move up to 25 pounds occasionally. Specific vision abilities required include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.