



Loan Officer - Job Description

How We Care for your Financial Health

You want to work for an organization where you not only make a difference, but have fun doing it. A business where you have the opportunity to grow as the business grows. An institution that cares for your financial health and personal well-being. That place is the KH Credit Union.

Summary:

Our unique team of financial experts have the pleasure and privilege of serving the professionals of Kettering Health in many ways. **On the back of this form, you will find a list of the core responsibilities of the role of Loan Officer; however, the most important duty of the members of the KH Credit Union team is to support one other and our members.** This philosophy is what makes our work environment a positive one for everyone, every day.

The majority of the members we have the pleasure of serving serve are employees of Kettering Health - a non-profit network of eight hospitals, Kettering College, and over 120 outpatient facilities serving western Ohio. Kettering Health is committed to transforming the healthcare experience with world class health services for every stage of life. As a faith-based organization, Kettering Health is dedicated to treating all patients with love and respect.

To patients, Kettering Health is known for delivering the best quality of care and service available. That is the same feeling we endeavor to foster with our members by providing “Caring for your Financial Health” service.

You will find that the team members of KH Credit Union, including our Loan Officer, share similar values and goals as the employees of Kettering Health, by providing our members with world-class services and an experience that includes love and respect.

The Loan Officer is primarily expected to guide members and evaluate applications for loans in the best interests of serving the credit union and its members.

Educational Requirements:

High School Graduate. Business related degree preferred.

Experience:

Previous banking experience preferred. Recent experience involving consumer loan processing and/or underwriting preferred. Strong organizational skills with the ability to handle multiple projects simultaneously. Excellent communication and presentation skills.

Job Duties:

- Understanding that making members aware of products and services that are clearly in their best interests has little to do with selling but everything to do with service. To not make a member aware of a product or service that would improve their financial wellness is actually a disservice to the member and KH Credit Union alike.
- Consult with loan applicants and provide information on loan and alternative products that best meet the member's needs. Request and review all required information and documentation to secure a loan.
- Obtain credit reports for all accounts, verify debts, estimate monthly payments for outstanding debts not listed and add them to debts on application.
- Calculate debt-to-income ratios on loan applicants.
- Process, evaluate the loan information, and determine the credit worthiness of the borrower based on income, credit, and ability and willingness to repay the loan.
- Determine collateral needs and payment plans for members applying for loans.
- Recommend and outline terms of loan.
- Approve or deny loan applications based on lending authority granted in the KH Credit Union's loan approval guidelines.
- Notify applicant of loan decision. Correspond with members, applicants, and creditors to resolve questions regarding application information.
- When a loan is denied, explain reasons for denial in a professional and courteous manner. Work with the member to provide recommendations or alternative options for other possible ways to secure a loan in the future.
- Complete loan documents accurately and disburse loans when approved.
- Secure any lien or mortgage filings in a timely manner. Monitor outstanding filings and follow up with appropriate government office to determine delay.
- Review developing laws and regulations as they apply to the loan department.
- Other duties as assigned including an understanding that Caring for your Financial Health grows the credit union, the members' financial stability, and all employees' career opportunities.