



232 Hershey Road • Hummelstown, PA 17036 • www.hersheyfcu.org

Position: Part-Time Loan Support Representative

Location: Hummelstown, PA

Salary: \$15.90-17.00 (starting, based on experience)

How to apply: Forward your professional resume and salary requirements to: HFCU's HR Department at employment@hersheyfcu.org

HFCU offers a competitive salary and 401(k); paid vacation; and opportunities for professional growth in a team-oriented, positive and supportive environment. HFCU is an Equal Opportunity Employer.

Responsibilities

1. Reviews completed loan files to ensure the files are accurate and error free
2. Assists in ensuring the KLA / Indirect Auto loans are accurately booked on the Core Operating System
3. Assists in ensuring the KLA / Indirect Auto loans are accurate and error free.
4. Prepares and files additional documents after disbursement, as needed.
5. Investigates missing, incomplete. Follows up with the loan officers to ensure all information is verifiable and complete.
6. Assists in maintaining a complete and accurate lending procedures manual; updates when necessary.
7. Assists in creation of monthly loan reports for CEO, Board Members and Regulators.
8. Assists in the creation of a monthly consumer loan exception report
9. Assists in the creation of a monthly commercial loan exception report
10. Provides support to audits and examinations conducted by Supervisory Committee, outside firms and regulators, when necessary.
11. Effectively communicates with VP of Lending regarding lending updates, activities, and issues.
12. Assists in adding prospect information onto the Core Operating System as well as establishing new share and draft accounts as needed.

13. Evaluates current lending programs, procedures, policies and technologies; recommend changes to enhance the financial well-being and service levels of Hershey FCU. Assists with the implementation of any changes; including testing, training, and communication.
14. Maintains a comprehensive knowledge of all related policies, procedures, rules, and regulations applicable for the position, and keeps abreast of any changes.
15. Prevents controllable losses by strict adherence to security, compliance, and fraud prevention policies and procedures.
16. Adheres to all policies and procedures described in the Employee Handbook.
17. Completes annual mandatory compliance and other trainings.
18. Provides additional support to all areas of the credit union, as necessary.
19. Assists with all other duties as required.

Qualifications

Education and Experience: Minimum two years' experience in operational lending.

Other:

- Maintains a professional demeanor in appearance, communication, and action.
- Possesses a high level of interpersonal communication.
- Focused and driven to obtain goals in an ethical manner.
- Takes commend of situations; remains confident when dealing with challenges and conflict.
- Well organized, able to work independently, multi-task and move quickly between priorities.
- Maintains confidentiality of all members, employees, and credit union financials.
- Working knowledge of PC-based programs.

Language Skills:

Ability to read, analyze, and interpret written communications. Ability to comprehend and respond to common employee questions. Ability to effectively present job-related information to employees.

Mathematical Skills:

Ability to compute discount, interest, profit, and loss; commission markup and selling price; and ratio, proportion, and percentage. Able to calculate percentages, fractions and decimals.

Physical Requirements:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job. Must be available and willing to travel to such locations and with such frequency as the employer determines is necessary or desirable to meet its business needs. Must possess sufficient manual dexterity to skillfully operate standard office equipment including but not limited to: a computer, typewriter, adding machine, facsimile machine, photocopier, and telephone. A telephone device to enhance hearing will be provided if needed. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally required to stand; walk, sit; use hands to finger, handle or feel objects, tools or controls; reach with hands and arms; climb stairs; balance; stoop, kneel, crouch or crawl; talk or hear; taste or smell. The employee must occasionally lift and/or more up to 30 pounds.

Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Job descriptions are intended to be accurate reflections of those principal job elements essential for making decisions pertaining to compensation. They should not be considered to be an exhaustive list of all responsibilities, skills, efforts, or working conditions associated with the position.