



POSITION DESCRIPTION

POSITION TITLE: Member Service Officer

DEPARTMENT: Operations

CLASSIFICATION: Non-exempt

APPROVED BY: COO

REPORTING RELATIONSHIPS

POSITION REPORTS TO: Branch Manager and Assistant Branch Manager

POSITIONS SUPERVISED: N/A

POSITION PURPOSE

Responsible for coding, posting, and preparing all documents necessary for closing loans. Mails loan paperwork, distributes loans to locations, and coordinates closings with necessary personnel. Types and handles miscellaneous paperwork including denial letters. Maintains files and answers and directs internal telephone calls. Position provides professional support and service to customers and internal employees. Open new accounts including: shares, shared drafts, CD's, IRA's and credit cards.

ESSENTIAL FUNCTIONS AND BASIC DUTIES

1. **Assumes responsibility for providing effective support for all phases of loan processing activities and promotions.**
 - a. Prepares paperwork for loan applications. Runs reports, retrieves credit ratings, reviews files, figures point scores, and works up applications.
 - b. Performs coding and posting functions and prepares all necessary documents for closing of loans.
 - c. Mails loan paperwork. Distributes loan paperwork to appropriate personnel.
 - d. Coordinates loan closings with appropriate personnel and handles closing of loans as necessary.
 - e. Types and mails denial letters and related correspondence.
 - f. Maintains hold/mail files and suspense files according to weekly schedule. Disburses documents to appropriate personnel for follow-up.
 - g. Receives and screens telephone calls. Answers routine questions or directs them to appropriate personnel. Records and relays messages.

- h. Completes loan processing duties in accordance with established policies, procedures, and regulations.
 - i. Inputs new accounts and obtains proper signatures on all documents.
2. **Assumes responsibility for establishing and maintaining effective and professional business relationships with customers and external contacts.**
- a. Resolves (or refers) requests and problems promptly and courteously. Answers customer questions pertaining to promotions, loans, balances, and payoffs. Assists walk-ins.
 - b. Keeps customers properly informed of Company policies and procedures.
 - c. Maintains and conveys the Company's professional reputation.
3. **Assumes responsibility for establishing and maintaining effective coordination and communication with area personnel and management.**
- a. Completes assigned paperwork. Completes records and reports promptly and accurately.
 - b. Supports and assists area personnel as needed.
 - c. Maintains departmental files.
 - d. Attends and participates in meetings as required.
 - e. Keeps management informed of area activities and of any significant problems.
4. **Assumes responsibility for related duties as required or assigned.**
- a. Performs miscellaneous clerical and secretarial functions as needed.
 - b. Ensures work area is clean, secure, and well maintained.

PERFORMANCE MEASUREMENTS

- 1. Records, reports, and related documents are accurate, current, and submitted on time.
- 2. Files are accurate and up-to-date.
- 3. Good business relations exist with customers. Problems and questions are courteously and promptly resolved or referred.
- 4. Good working relationships and coordination exist with area personnel and with management. Assistance and support are provided as needed. Management is properly informed.
- 5. Loan processing functions are completed in accordance with established policies and procedures.
- 6. The Company's professional reputation is maintained and conveyed.

QUALIFICATIONS

EDUCATION/CERTIFICATION: High school graduate or equivalent.

REQUIRED KNOWLEDGE: Understanding of loan products and services.
Knowledge of loan processing functions and related requirements and procedures.

EXPERIENCE REQUIRED: One to two years of varied office experience preferred.

SKILLS/ABILITIES: Strong typing abilities.
Good verbal public relations skills.
Able to operate calculator, word processor, and related computer applications.
Well organized.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

FINGER DEXTERITY: Using primarily just the fingers to make small movements such as typing, picking up small objects, or pinching fingers together.

TALKING: Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.

AVERAGE HEARING: Able to hear average or normal conversations and receive ordinary information.

REPETITIVE MOTION: Movements frequently and regularly required using the wrists, hands, and/or fingers.

AVERAGE VISUAL ABILITIES: Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.

PHYSICAL STRENGTH: Sedentary work; sitting most of the time. Exerts up to 10 lbs. of force occasionally. (Almost all office jobs.)

WORKING CONDITIONS

NONE: No hazardous or significantly unpleasant conditions (such as in a typical office).

MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

REASONING ABILITY: Ability to apply common sense understanding to carry out detailed but uninvolved instructions and to deal with problems involving a few variables.

MATHEMATICS ABILITY: Ability to perform basic math skills, use decimals to compute ratios and percents, and to draw and interpret graphs.

LANGUAGE ABILITY: Ability to use passive vocabulary of 5,000-6,000 words; read at a slow rate; and define unfamiliar words in dictionaries for meaning, spelling, and pronunciation.
Ability to write complex sentences, using proper punctuation, and using adjectives and adverbs. Ability to communicate in complex sentences, using normal word order with present and past tenses and good vocabulary.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all-inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.