



Loan Officer - Job Description

How We Take Care of Our Own

You want to work for an organization where you not only have fun but also make a difference. A business that grows as you grow. A place where you can do well by doing good. That's Taking Care of Our Own. And that is KH Network Credit Union.

Summary:

Our unique team of experts have the privilege of serving the professionals of Kettering Health in many ways. **On the back you will find a list of the most common responsibilities of this particular role.** You know, all that stuff Legal and HR expect us to tell you.

But the most important duty of anyone in any position on the KH Network Credit Union team is to support each other and our members in any reasonable manner possible. This is what continues to make our work environment a positive one for everyone every day. If you adhere to that you'll be fine and you'll probably find that you enjoy working here for quite some time.

Most of the individuals we have the pleasure to serve are employees of Kettering Health - a not-for-profit network of eight hospitals, Kettering College, and over 120 outpatient facilities serving southwest Ohio. They are 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 regardless of religious preference. Multi-denominational Spiritual Services are offered at the network every day.

To patients, Kettering Health means the best quality of care available in the Dayton area and an experience that puts them at ease. That is the feeling we foster with our members and each other when providing them with Taking Care of Our Own service.

You will find that the team members of KH Network CU, including our Loan Officers, share the same values as the employees of Kettering Health including providing 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 Network 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 Network 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 Taking Care of Our Own grows the credit union, the members' financial stability, and all employees' career opportunities.