

Consumer Loan Processor (Consumer Lending Administrator)

Full Time at ABCO's **Lending Center, Willingboro, NJ**

Starting Rate: \$15.20 per hour; Higher with relevant experience.

Are you looking to advance into a career with real opportunities for advancement? Are you interested in impacting the lives of those in your local community? ABCO Federal Credit Union is looking to hire a consumer loan processor who is energetic, detail oriented, highly efficient and self-motivated to work with the team to get loans accurately opened, worked and closed as quickly and efficiently as possible. ABCO also offers opportunities for pay increases and advancement, Health/Dental/Flexible Spending plans, 401k plan with match, Vacation/Paid Sick Leave/Reserve Sick Bank, holiday pay and incentives.

About ABCO Federal Credit Union

ABCO Federal Credit Union (ABCO) is a community centric financial institution that provides a wide range of services from personal and business banking to consumer lending. Our mission/culture is "people helping people". We are a not-for-profit organization so our products and services work to benefit our members. This means that the interest rates on loans are extremely competitive and the cost (aka fees) for services are generally lower than most commercial banks who work primarily for their stockholders. ABCO retains a small-town personalized relationship with the membership. The staff are eligible members as well and we are all part of a community that works together to provide financial security to each other and the credit union organization.

At ABCO, we know employees are our greatest asset, making possible our 60-year legacy of excellent service to our members. So, we make sure that our team members have everything needed to excel at their jobs including ongoing opportunities for training and development, as well as a positive work environment where teamwork and growth whether it be within the credit union or within the position is promoted.

A Day in the Life of a Consumer Loan Processor (Consumer Lending Administrator)

As a consumer loan processor, your first priority is to provide excellent customer (Member) service. You explain the ins and outs of consumer loans to prospective borrowers and take applications. Once the loan process is in motion, you maintain routine communication with Members for things such as the request of additional documents and answering basic questions. You establish, scan, maintain, and update files, databases, records, and/or other documents keep the file updated. You make sure that borrowers understand their loans thoroughly.

You are so trusted and competent that our Members wouldn't dream of going anywhere else for help with consumer loans. You feel good about these services that you provide and are glad to have your foot in the lending world which offers you so much opportunity.

Ongoing training is also an important part of your job, as policies and regulations change often. You prioritize your own workload and work independently. As each loan closes successfully, you have a feeling of accomplishment.

Qualifications

First and foremost, this position requires the ability to build rapport, credibility, and trust with our Members. A degree in business or finance, though not required, is a plus. This job requires that you have integrity and are conscientious, as you will be dealing with sensitive information. It is the loan processor's responsibility to establish good relationships and help maintain them.

- High school diploma or equivalent
- 2+ years experience processing consumer loans
- Experience in providing excellent customer service in a fast paced environment
- Proficiency with computers and Microsoft Office
- Excellent oral and written communication skills and the ability to follow oral and written instructions accurately and effectively.
- Extremely detail oriented
- Ability to pass a background check

The willingness and ability to learn state and federal lending rules and regulations is also required. Are you motivated to reach personal and professional goals? Are you passionate about providing excellent customer service? Would you enjoy building relationships and solving problems? If so, you might just be perfect for this position!

Work Schedule

This position will be scheduled 35 to 40 hours per week and rotating Saturday hours.

Lending Department Hours: Monday-Friday: 9:00am to 6:00pm.

Saturday: 9:00am to 1:00pm.

Are you ready to Join Our Team?

If you would like to be part of a productive, successful team. **APPLY TODAY!**

We will contact all applicants within 1-2 weeks of receiving a resume and inquiry of interest to let you know if we would like to interview you. After that, a few candidates will be invited to complete an application and meet with a manager. All interviewees will be informed when a final decision is reached. ABCO is an Equal Opportunity Employer.