

Loan Processor
IDB Global FCU
Lending Department
Job Description

Full-time/Non-Exempt position

Reports to the Loan Production Manager and Chief Lending Officer

Location: Washington, DC

Objective

The Loan Processor will provide administrative and operational support to the Lending Services department.

Responsibilities

Credit Card Services: 60%

- Process Credit Card applications from the Loan Operations Specialist (LOS).
- Take credit card applications over the phone or in person with LOS.
- Set up new VISA credit accounts, Auto pay request, skip pays, and make collections or modifications.
- Process VISA credit card upgrades, limit increases, account adjustments and payment reversals.
- Coordinate the Lost/Stolen process and ensure timely action and effective member support.
- Process corporate card payments and any balance consolidation requests.
- Ensure reports are monitored accurately and timely to eliminate losses to members and the Credit Union.
- Analyze and track member complaint trends to identify member experience improvement opportunities, identifying root cause and develop action plan to resolve issues.
- Contact the members for any missing information to process the incomplete applications.
- Generate monthly report of Credit Cards processed.
- Track and follow-up compromised accounts with the servicing company.
- Track and report the life and disability insurance to CUNA.
- Follow up with vendor about credit card statements returned by mail.
- Process ACH returns for NSF
- Update members address information in profile in coordination with member services.
- Process balance transfer requests, originate checks for payoffs in coordination with the accounting department.

Consumer Loans: 15%

- Maintain deep knowledge in all consumer loan programs and processes, ensuring quality service and accuracy are delivered to IDB Global Federal Credit Union members.
- Educate and cross-sell credit union products, including debt protection products and services to members.
- Process approved loans, review documentation, confirm final terms and conditions. Prepare loan documentation for approved loans in accordance with the procedures.

- Confirm that all loan packages are complete and scanned. Any information missing should be followed up on in a timely manner.
- Follow up on delinquent accounts for consumer and mortgage loans under direction of the Manager.
- Create and maintain portfolio-tracking reports for consumer loans as requested by the manager.

Mortgage Post Closing: 25%

- Receive and audit closing package for accuracy and completeness.
- Perform funding sheet reconciliation.
- Prepare credit and legal documentation packages for delivery to mortgage insurance provider, warehouse custodian, secondary market investors and servicer as applicable.
- Input data to LOS and investor delivery systems, insure data integrity, reconcile and edit systems and/or delivery reports to insure all errors are corrected prior to data transmission and/or file delivery to investors, servicing and HMDA.
- Collect and follow-up with title companies and/or county recorders offices to obtain final loan trailing documentation for delivery to servicer / investors. Create and maintain a missing documents report and follow up as needed.
- Update loan origination system with servicer loan numbers, investors and pool information.
- Transmit and/or deliver files to investor and servicing systems. Scan and upload closed documents to the servicer vendor website.
- Respond to our servicing vendor for any original documents requested from our mortgage portfolio.
- Update data such as loan numbers or loan status in our core processor.
- Release and storage of mortgage files
- Special Projects as needed, such as researching satisfaction status in older, paid-off loans and follow-up to receive satisfaction documents.
- Prepare and update records as assigned.

Requirements

- Bilingual English – Spanish both written and verbal required
- Knowledge of Excel Intermediate level
- Knowledge of Microsoft family (Word, PowerPoint, Outlook)
- Understanding of concepts, practices, and procedures
- Ability to pay strong attention to detail and excellent organizational skills
- Excellent communication skills; both verbal and written
- Ability to perform non-complex arithmetic calculations (adding, subtracting, multiplication, division, percentages)