



DOWNEY FEDERAL CREDIT UNION  
JOB DESCRIPTION / PROCEDURE

POSITION: CONSUMER LOAN PROCESSOR/FUNDER  
SUPERVISOR: VP/LENDING

***Purpose***

Serves as liaison between members and the credit union. Provides account information and performs a variety of file maintenance and monetary transactions. Provides information on credit union lending products and services to members and/or prospective members in accordance with Downey Federal Credit Union's policies and procedures and State and Federal rules and regulations. Interviews members to determine needs and offers appropriate products and services. Completes and processes loan applications, and funds all loan types offered by the credit union. Responsible for interviewing and evaluating loan applicants; which will include accurate processing and funding. Gather background information and analyze loan applicants' credit histories.

Performs all other duties as assigned by management.

***Organizational Standards***

An energetic, self-motivated, enthusiastic, "team player" to represent our credit union with members, prospective members, other staff, and the communities it serves; while exercising sound business judgment, maintaining a professional appearance and displaying a positive attitude.

***Primary Responsibilities***

1. Interviews members to discover needs and offers appropriate products and services.
2. Assists members in the loan application process to ensure all required information is obtained to facilitate expeditious underwriting. Analyzes application and credit reports to identify additional loan opportunities and to clarify areas of concern, such as delinquent credit histories, judgments, name discrepancies, etc.
3. Obtains from members the required documentation needed to satisfy stipulations prior to loan funding. Verifies that the information provided meets the requirements for loan approval.
4. Verifies the accuracy of loan amounts and terms on approved applications. Prepares loan documents and explains terms and conditions to borrowers. Obtains required member signatures on loan documents and related

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documentation. Disburses loan proceeds in accordance with loan approval and stipulations.

5. When a loan is denied, explains the reasons for denial in a professional and courteous manner.
6. Responsible for compliance to the Bank Secrecy Act, which includes the Customer/Member Identification requirements for new members, Anti-Money Laundering requirements, and the requirements of the Office of Foreign Assets Control (OFAC). Compliance to the regulation involves the gathering of information needed to ensure the timely and accurate filing of Currency Transaction Reports, reporting of suspicious activity involving members, non-members and credit union staff, and other suspected money laundering activities.
7. Serves as a commissioned notary public and keeps abreast of regulations governing this service.
8. Presents a professional image in both dress and manner while representing the credit union at either the credit union office or at community events.
9. Communicates with members and staff in a professional and articulate manner in both verbal and written forms.
10. Maintains a comprehensive understanding of the features and benefits of all credit union products and services in order to offer the most appropriate products to members. Keeps abreast of marketing promotions and educates members on new credit union benefits and offerings.
11. Maintains up-to-date knowledge of the policies, procedures, rules and regulations that govern credit union operations.
12. Ensures compliance with all credit union member service standards. Performs all member related functions and activities in accordance with superior member service.
13. Promotes a retail sales environment by selling all credit union products and services.
14. Responsible for ensuring confidentiality and security of credit union and member information and documents.

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15. Employs analytical reasoning to identify opportunities and threats to both members and credit union.
16. Willingly accepts the direction given by management in order to meet the goals established by the Board of Directors.
17. Services the membership and maintains a positive attitude within the office at all times.
18. Performs all other related duties as requested by management.

***Employment Requirements***

1. Ability to be bonded.
2. Understand basic accounting principles.
3. Ability to use office machines as required for their position and understands EDP concepts.
4. Favorable written and communication skills.
5. Spanish speaking required.

***Minimum Job Requirements***

1. High school graduate; secondary education preferred.
2. Basic personal computer knowledge (Word, Excel)
3. Minimum of six months of banking experience.

***Job Classification***

Full Time; Non-Exempt

***Salary Range:*** \$15 to \$18 per hour

Send resumes to [dmonarrez@downeyfcu.org](mailto:dmonarrez@downeyfcu.org).