



Position Title:	Lending Support Specialist
Department:	Lending
Grade Level:	Non-Exempt
Reports To:	COO
Location:	Houston Branch

Position Description:

To be successful in this role employee will be responsible for building and maintaining exceptional member relationships to ensure a positive experience. Employee will work diligently with sales consultants and originators as a unit in order to support production and success. It is imperative that the employee be detail oriented, efficient, and able to adapt to a fast-paced environment while ensuring supporting documentation and records are accurately prepared according to First Eagle's policies and procedures.

Essential Functions:

- Provides support to sales consultants and originators to expedite new business
- Committed to building strong member relationships to create a memorable experience
- Always responds with an urgent approach to members and department needs
- Collects all documentation necessary to support underwriting requirements
- Orders necessary reports
- Processes and funds decisioned loans in a timely and efficient manner
- Committed to communicating effectively through all channels to increase speed and delivery of loan production
- Provides member support with account maintenance including modifications and payment originations
- Actively works daily and monthly reports to ensure liens/titles/insurance perfections and releases are processed timely
- Upsells by offering solutions to deliver our brand promise of "A Better Financial Life for Every Member" during member interaction
- Committed to ensuring the security of our members' financial information and the privacy of First Eagle
- Must have a thorough understanding of the credit union's Consumer Lending Policies and Procedures
- Demonstrates and supports First Eagle's Service Standards and Core Values
- Supports branch frontline member service needs as back up during planned events

Responsibilities listed reflect general responsibilities of this position and are not to be construed as an exhaustive list of all duties. Other duties may be performed as needed.

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/Experience:

High school diploma or general education degree (GED); and a minimum of two years of banking and lending experience and/or training; or equivalent combination of education and experience.

Certificates, licenses, Registrations:

Must be registered with National Mortgage Licenses System

Technical Knowledge:

Ability to type fluently; experience utilizing the following software applications preferred: Meridian Link, Epysis (Symitar Core System) Microsoft Office and standard office equipment and tools such as fax/scanner machine, telephone systems and other systems applicable to lending and branch needs.

Language Ability:

Ability to read and comprehend simple instructions; short correspondence, memos and the ability to write simple correspondence.

Math Ability:

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals; Ability to compute rate, ratio, and percentages.

Reasoning Ability:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee must occasionally lift and/or move up to 15 pounds. While performing the duties of this job, the employee is regularly required to use hands; reach with hands and arms and talk or hear. The employee is frequently required to sit and stoop, kneel, crouch, or crawl. The employee is occasionally required to stand; walk and climb or balance.