

Quality Control Coordinator-Participation Loans - Job Standards

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

KNOWLEDGE OF WORK:

- Knows how to review and analyze syndicated, participation and investor loans to ensure compliance with credit union policy, state and federal regulation and investor guidelines.
- Understands how quality control reduces lending risks and loan losses and how to apply the quality control methods and processes to reduce and remove risk exposures.
- Knows the job requirements and the regulatory requirements for this type of lending and how to apply the quality control checklist to assess the accuracy, reliability, and appropriateness of each document, procedure and practice involved in each individual loan.

QUALITY OF WORK:

- Maintains a daily record of the quality control protocols, practices, checks and procedures that were implemented. Prepares exception lists of non-conforming loan documentation by type, amount, and frequency and submits such reports to supervisor for review and discussion.
- Uses Quality Control procedures and manuals to ascertain the methods and procedures that should be used to review loan documents, store, retain and retrieve records, and document quality control activities.

QUANTITY OF WORK:

- Follows the Quality Control Review schedule that sets out in advance the quality assurance practices the incumbent will perform in accordance with specific times and events.
- Attends Quality Control training sessions to become informed about new quality control risks uncovered by law enforcement agencies, litigation, and bonding companies.
- Plans each day's activities to ensure maximum productivity and the greatest coverage of documentation.

ORAL COMMUNICATION:

- Ensures that all verbal communication is clear, concise, complete, friendly and appropriate to the individual circumstances of the transaction.
- Facilitates departmental meetings to share information or resolve concerns and challenges.
- Asks questions to ensure correct communication and information sharing is taking place.
- Uses non-discriminatory language in all communication.

WRITTEN COMMUNICATION:

- Writes information clearly, concisely, and correctly for the purpose of communicating to internal and external customers.
- Uses the approved communication methods and processes (i.e., e-mail, memo, fax, letter, etc.)
- Is computer literate and can effectively utilize the PC to produce communication messages.
- Where deemed appropriate, creates and/or approved standardized letters and notifications to be used for repetitive communication tasks.