

## **Consumer Loan Officer/Counselor - Job Standards**

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

### KNOWLEDGE OF WORK:

- Has a complete and thorough understanding of the organization philosophy
- Knows all guidelines on loan officers' limits and conditions as set by directors
- Knows, understands and can apply procedures for lending (including debt ratio calculation, credit bureau interpretation and loan tracking)
- Is an effective leader. Knows how to obtain information and fully complete the credit request data
- Is familiar with state and federal regulations
- Knows all aspects of title work, notary work, and guaranteeing signatures
- Knows organization policies, procedures and services
- Has a complete understanding of credit committee duties and pending loan procedures
- Knows how to counsel customers regarding the wise use of credit

### QUALITY OF WORK:

- Successfully cross sells an average of three (3) organization products daily
- Provides a lending decision within 60 minutes of application (95% of the time)
- Averages no more than one error monthly
- Has no more than one customer complaint within a six month period
- Has no out-of-balance conditions
- Responds to next customer within two minutes of being notified
- Provides accurate information on policies, procedures, and title information to both loan interviewers and customers
- All paper work properly and accurately executed
- Cross sells organization services (i.e. insurance)

### QUANTITY OF WORK:

- Finances a minimum of \_\_\_ new car loans each week
- Refinances an average of \_\_\_ loans from competitors each week
- Averages \$ \_\_\_\_\_ per week in competitor payoffs
- Sells Credit Life Insurance on 90% of loans eligible
- Sells Disability Insurance on 80% of loans eligible
- Makes sales and collection calls
- Maintains a portfolio of between \_\_\_ and \_\_\_ debt counselling files at all times

### PROBLEM ANALYSIS:

- Takes problems as challenges and opportunities and solves promptly
- Makes suggestions for improvements in procedures, policy, or processing systems
- Considers pros and cons of possible solutions and offers options to customers
- Identifies borrowers real needs and factors that have driven borrowing need. Able to identify underlying causes and events
- Is capable of handling problems in the supervisor's absence
- Practices preventative loan-loss lending