

Consumer Loan Department Manager - 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's mission statement, its lending and collection philosophy, and how that is applied in everyday lending decisions

Knows all the guidelines for lending: Loan Officer limits, conditions for lending established by board of director lending policy, regulatory requirements, and other regulations directly related to lending

Knows, understands, and can apply procedures for lending including debt ratio calculation, interpreting a credit bureau report, Regulation Z requirements

Knows how to obtain information from prospective borrowers and how to interpret trends relating to increasing/decreasing debt, prior handling of debt, and prospects for repayment without collection activity

QUALITY OF WORK:

Ensures that Loan Officers are processing sound loans in a timely manner

Maintains a compliance process that assures all required documentation for each loan is properly prepared in accordance with the lending checklist for each type of loan

Establishes the standard for loan processing (maximum time for approvals and disbursements) and monitors compliance. Implements corrective action in a timely manner

Develops a lending process, including staffing, procedures, and traffic control, that results in fast, friendly and efficient lending service to customers

Prepares a weekly report of all lending activity, indicating trends, opportunities, strengths, and weaknesses in the current lending practices and procedures

QUANTITY OF WORK:

Maintains a new loan/approval rate for the Lending Department -- both in dollar amounts and number of accounts -- that meets the financial projections of the organization

Establishes a sales ratio for credit life and credit disability insurance and monitors sales effort to ensure results are in conformance with requirements

Monitors lending trends -- both number of requests and dollar volumes involved -- and ensures staffing is adequate to handle volume in an efficient manner

Implements a "calling program" to solicit loan applications from above average to preferred borrowers and ensure that loan department staff are initiating the calls in a timely manner

LEADERSHIP:

Demonstrates good working habits and skills and sets proper example for other employees

Maintains a mature and professional image and attitude

Takes charge of situations to resolve them in a timely and effective manner

Builds coalitions around sound lending ideas and challenges staff to adapt to change