



https://www.ucfs.net/?post_type=jobs&p=9070

Loan Support Specialist

DESCRIPTION

The **Loan Support Specialist** is responsible for making sound lending decisions based on information provided through credit applications and consumer information and communicating with internal and external customers. This position has the capacity and willingness to handle and resolve challenges with a high level of complexity and customer care.

WORK SCHEDULE

- 4 days during the week + 1 weekend day

ESSENTIAL DUTIES & RESPONSIBILITIES

- Makes accurate lending decisions on simple credit applications consistent with UCFS' Credit Policies, Rules and Procedures.
- Reviews credit report and interpret information for sound lending decisions.
- Recognizes and resolves challenges early in the process to ensure that applicants are receiving a great customer service experience.
- Provides support to Loan Support Admin. as needed for problem queue remediation.
- Communicates the manual decisions of all credit applications to appropriate parties.
- Performs other duties as directed by leadership.

SKILLS & ABILITIES

- Ability to understand, analyze and assess risk factors on risk management reports.
- Excellent written and verbal communication skills.
- Work autonomously and have a high degree of self-motivation working in fast-paced environment.
- Excellent organizational and time management skills.
- Ability to work effectively with UCFS' employees and customers.
- Proficiency with a computer, standard office equipment and computer programs, including but not limited to Microsoft Office Suite (Outlook, Excel, Word), Online Origination Systems, automated fraud control Systems and AS/400 preferred.
-

MINIMUM QUALIFICATIONS

- High school diploma or equivalent required.
- Prior customer service experience required.
- Lending experience a plus

This position operates in a professional office environment at UCFS offices in Westlake, Ohio.

Hiring organization

United Consumer Financial Services

Employment Type

Full-time

Duration of employment

Permanent Position

Industry

Financial Services

Job Location

44145, Westlake, OH

Date posted

February 27, 2023

Valid through

29.06.2023