UNIVERSITY OF SOUTHERN CALIFORNIA

Credit Union Loan Manager

Job Code: 115039

| Grade: | J |
| OT Eligible: | No |
| Comp Approval: | 9/9/1993 |

**JOB SUMMARY:**
Supervises all aspects of credit union's loan services department.

**JOB ACCOUNTABILITIES:**

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- **Supervises staff and daily functions involving consumer loans, mortgage loans, and credit card loans. Oversees the collection of delinquent loans and the sale of loan related insurance products.**
  - Hires, trains, schedules and assigns work, assesses performance and counsels or disciplines as needed. Approves payroll documents.

- **Develops, proposes and gains approval for the established or revision of new and existing loan policies, programs, products, and procedures to best meet member service and organizational goals.**

- **Reviews and analyzes loan performance, prepares operating reports, and handles special projects as assigned by the General Manager.**

- **Assists the General Manager in developing and monitoring departmental goals and projections (e.g., new loans, insurance sales). Develops and implements action plans to attain goals.**

- **Develops proposes, and gains approval for the implementation of marketing and advertising plans related to the products and services offered by the loan department.**

- **Acts as loan officer with authority to approve loans within the parameters established by the Board of Directors. Acts as a financial counselor to members as needed.**

- **Ensures effective and efficient review process of loan applications in accordance with established loan policies. Ensures that member loan requests are expeditiously processed.**

- **Ensures that loan documents, lending policies and practices, and collection practices conform to internal loan policies and external regulatory and statutory compliance requirements.**

- **Acts as loan officer with authority to approve loans within the parameters established by the Board of Directors. Acts as a financial counselor to members as needed.**

- **Develops and implements security related procedures such as office opening and closing routines, recognition of duress signals and key controls. Coordinates security activities with University Public Safety Department. Promotes and maintains standards for security conscious awareness and behavior. Maintains knowledge of University's crime prevention and suppression programs and services. Ensures dissemination of security related information to staff.**
Performs other related duties as assigned or requested. The University reserves the right to add or change duties at any time.

*Select E (ESSENTIAL), M (MARGINAL) or NA (NON-APPLICABLE) to denote importance of each job function to position.

**EMERGENCY RESPONSE/RECOVERY:**

**Essential:**

Yes  
In the event of an emergency, the employee holding this position is required to “report to duty” in accordance with the university’s Emergency Operations Plan and/or the employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.

**JOB QUALIFICATIONS:**

**Minimum Education:**

Related Undergraduate Study

**Minimum Experience:**

3 Years

**Minimum Field of Expertise:**

Advanced knowledge of credit union loan operations.

**Preferred Education:**

Bachelor’s Degree

**Preferred Field of Expertise:**

Knowledge of World data processing system.

**Skills: Other:**

Analysis  
Assessment/evaluation  
Budget control  
Communication -- written and oral skills  
Conflict resolution  
Counseling  
Interpretation of policies/analyses/trends/etc.  
Interviewing  
Knowledge of applicable laws/policies/principles/etc.  
Organization  
Planning  
Problem identification and resolution  
Scheduling  
Staff development  
Statistical analysis  
Supervisory Skills

**Skills: Machine:**

Calculator
Personal Computer

Supervises: Level:

Supervises employees who do not supervise

SIGNATURES:

Employee: ___________________________ Date: ___________________________

Supervisor: ___________________________ Date: ___________________________

The above statements are intended to describe the general nature and level of work being performed. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of personnel so classified.

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