



# Loan Administrator

## About the Role:

We are looking for a Loan Administrator who has a desire and the ability to provide an exceptional and consistently positive experience for members, applicants, and co-workers. This role provides an excellent opportunity to expand your experience in, or to begin, your retail lending career.

## This role is for you if:

- You are highly organized, detail-oriented and committed to following procedures carefully to ensure that major lending transactions go smoothly.
- Have great people skills - You are personally motivated to develop strong and long-lasting member relationships.

## Key Work Activities:

Reporting to the Manager, Retail Lending, you will provide critical support to our retail lending team and borrowers by processing loan applications and documentation and perform lending-related member transactions in our banking system. In this role, you will:

- Prepare and process all appropriate documents associated with loans and mortgage approvals including insurance and cheque disbursements; liaise with all relevant agents such as appraisers and solicitors.
- Input loan applications and collect related loan documentation; post loan entries; follow up with data updates found from a variety of loan reports.
- Maintain daily tracking systems for expiry and renewal dates of insurance, mortgages, loan registry and loan related licenses; maintain filing systems of loan materials and records.
- Process loan payments, calculate mortgage and loan payments and update automated payments.
- Communicate with members to help them with lending requests and questions.
- Follow credit union operating procedures, lending policies and procedures carefully and promptly report any unusual occurrences or fraudulent activity.

## You Have:

- Proficiency in English and Estonian or Latvian (second language is a strong asset)
- Exceptional organizational skills
- A customer-focus mindset and team player personality
- Intermediate Excel & Word skills and can learn to navigate new computer programs quickly
- Capability to learn and perform common loan-related calculations
- Accuracy and attention to detail
- Time management, planning, and prioritization abilities
- Discretion and will protect credit union and member privacy and security
- College diploma or undergraduate degree

## Strong Assets:

- Knowledge of retail lending products and documentation requirements
- Credit union or chartered bank work experience
- DNA banking system and/or Technicost Loan Origination System experience

This position offers the opportunity to grow and take on additional responsibilities based on your ability and career goals. Northern Birch Credit Union will be implementing several change initiatives over the next few years as financial services and our community continues to evolve – this provides excellent opportunities to be involved in exciting projects. We offer competitive compensation and unique benefits, on the job training, and a non-competitive, friendly work environment.

## **How to Apply?**

**Submit your résumé and cover letter to [careers@northernbirchcu.com](mailto:careers@northernbirchcu.com).**

**The successful candidate must complete a full background check, be bondable and be permitted to work in Canada.**

*NBCU is committed to meeting the needs of all individuals in accordance with the Accessibility for Ontarians with Disabilities Act (AODA). Should you require accommodations during the recruitment and selection process, please notify us and we will work with you to meet your needs.*

We thank all candidates; however, only those to be interviewed will be contacted.