



Consumer Loan Officer

Full Time, Springfield MA

The Opportunity. Filling this newly vacated position as a Consumer Loan Officer for MassMutual Federal Credit Union, you will work in a focus driven, detail oriented, innovative, and collaborative environment while protecting the organization from loss.

The Team. Your team is focused on our members while delivering Service Excellence. Our team encompasses a diversity of individuals; those who work directly with members and those who work diligently behind the scenes to ensure that members are provided accurate information in a changing environment. We are a proactive team looking to get ahead of the curve by offering alternatives to member requests and streamlining processes that may otherwise be labor intensive. Each team member offers their own unique experience and perspective to the group as we share and collaborate freely.

The Impact. Loans are the foundation of every credit union. The manner in which they are underwritten, documented, maintained, adjusted, and secured is crucial to our organizational strength and integrity; this role of Consumer Loan Officer playing an integral part. Professionalism in persistent communication, both verbal and written is essential to preserving strong relationships with borrowers and service providers alike.

Responsibilities.

- Analyze current financial position of members to determine the degree of risk involved in extending credit or lending money. Makes decision to approve, deny, or counteroffer, or forward the loan request to higher levels for decision.
- Prepare and/or review all loan documents for completeness and accuracy.
- Establish the terms and conditions of an approved loan and reviews them with the member. Also provides a detailed explanation for all denied requests.
- Interview member loan applicants to develop information concerning their loan need, income, and financial condition. Explains loan programs and products to members, evaluates their needs and recommends options.
- Authorize release of collateral on existing loans, changes in loan terms, waivers of payments, changes in payment dates, etc.
- Follow current loans to ensure compliance with terms and conditions and aids in collection activities as needed.
- Keep informed of current trends in consumer credit.
- Participate in sales development activities.
- Perform other similar duties as assigned or requested by supervisor.

Minimum Qualifications.

- Two to five years of similar or related experience
- Equivalent to a high school education

Ideal Qualifications.

Interpersonal Skills: A significant level of trust and diplomacy is required in addition to normal courtesy and tact. Work involves extensive personal contact with others and/or is usually of a personal or sensitive nature.

Other Skills: Must have good communication skills, have strong organizational skills, and good attention to detail.

Salary Range: Hourly \$21.05/Annually \$43,784. Low
Hourly \$26.31/Annually \$54,725. Mid
Hourly \$31.58/Annually \$65,686. High

About MassMutual Federal Credit Union.

In 1962, 35 MassMutual employees were looking for a better way to bank. They chose to form a credit union to help their fellow employees improve their financial lives. They took that mission as seriously then as we do today. From those humble beginnings, we have grown into a full service financial cooperative exclusively serving MassMutual employees, MassMutual Financial Professionals, others who work on a MassMutual Campus, and their family members. At MMFCU, our members and how we serve them matters. It also matters how we serve each other as teammates and humans. In all our interactions, we strive to be positive, proactive, progressive, collaborative, guiding, adaptable, and resourceful. It's who we are. It's how we do business.

MassMutual is an Equal Employment Opportunity employer Minority/Female/Sexual Orientation/Gender Identity/Individual with Disability/Protected Veteran. We welcome all persons to apply. Note: Veterans are welcome to apply, regardless of their discharge status.