

Evergreen Credit Union is seeking a highly motivated and organized individual to join our Loan Support Team as a Loan Support Specialist. The role of the Loan Support Specialist is a versatile position. The candidate will assist with consumer, equity and mortgage loans post-closing by following-up with members, branch staff, Secretary of State's Office and SNC regarding documentation required post-closing such as mortgage and home equity discharges, missing or lapsed insurance policies, and titles that collateralize loans.

Comply with all laws and regulations pertaining to job function such as Fair Lending, HMDA and MLA. Follows all Bank Secrecy Act policies and procedures.

### **Duties and Responsibilities**

- Reviews the daily closed loan list and release paid notes accordingly
- Track, scan, electronically archive and physically file new titles
- Track, scan, electronically archive and assist with title applications
- Research issues with title applications, new titles, and titles for paid loans
- Manage released/original titles, state title rejection letters, lien releases, etc. to be forwarded to FSRs for new loans
- Issue lien releases
- Assist with lost title applications
- Review biweekly force-placed insurance schedule
- Apply the force-placed premium for-refund, or payment change to the member's account
- Prepare mortgage and home equity discharges
- Track, scan and electronically archive

### **Benefits**

We offer an excellent compensation and benefit package that includes medical insurance, dental insurance, vision insurance, 401(k) with match, PTO, paid holidays, short-term and long-term disability insurance, and education assistance.

### **Experience**

- Six months to two years of similar or related experience.
- A high school education or GED.
- Courtesy, tact, and diplomacy are essential elements of the job. Work involves personal contact with others inside and/or outside the organization, generally regarding routine matters for purposes of giving or obtaining information which may require some discussion.
- Working knowledge of Excel and Access, preferred.
- Working knowledge of regulations relating to all Credit Union consumer and equity lending products.

This position reports to the Vice President of Lending. Resumes may be sent to Cathy Lestage, Vice President of Human Resources @ [clestage@egcu.org](mailto:clestage@egcu.org).

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