



**EMPLOYMENT OPPORTUNITY
VISION CREDIT UNION LTD.
WEST END BRANCH
CAMROSE, AB**

LOAN ADMINISTRATOR

The Position:

The Loan Administrator is responsible for a variety of clerical duties that can change throughout the day. The Loan Administrator understands his/her role providing consistent accuracy assisting the lending staff as well as exceptional quality, positive, and friendly experiences to all members.

This is a full-time position.

The Person:

- Member Service Experience preferred.
- Excellent communication and member service skills are essential for success in this role. In addition, excellent ability to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Attention to technical detail and proven ability to work effectively in a time sensitive and team environment is necessary for this position.
- Cooperative or Credit Union industry experience is a benefit.

Compensation:

- Salary range \$41,600 to \$53,040/annually
- Comprehensive benefits package.

SUBMIT RESUME AND COVER LETTER TO:

Jennifer Hormann,
Vice President of Human Resources
Vision Credit Union Ltd.
Corporate Office
5007 – 51 Street
Camrose, Alberta T4V 1S6
Fax 780-679-0569
jobs@visioncu.ca

Only those individuals invited for an interview will be contacted.

Position Title: Loan Administrator
Reports To: Branch Manager/Assistant Branch Manager

Summary

The Loan Administrator is responsible for a variety of clerical duties that can change throughout the day. The Loan Administrator understands his/her role providing consistent accuracy assisting the lending staff as well as exceptional quality, positive, and friendly experiences to all members.

Core Competencies

- Member Focus
- Communication
- Energy & Stress
- Team Work
- Quality Orientation
- Problem Solving
- Accountability and Dependability
- Computer Knowledge
- Ethics and Integrity

Job Duties/Responsibilities

- Smile and greet members as they enter the branch.
- Answer and direct phone calls while providing accurate information in a friendly and courteous manner or refer member to the appropriate position.
- Taking and distributing messages.
- Check the fax machine and forward any faxes to the proper position or area in the branch.
- Open, sort, record and distribute mail to appropriate departments or area daily and deliver outgoing mail.
- Organizing and scheduling appointments.
- Scanning loan documentation.
- Assisting members with loan inquiries as well as other in-branch inquiries.
- Complete accurate loan documentation and submit to Central Documentation Administration (CDA).
- Complete searches (Debtor, Business, Collateral, Land, Bureaus, etc.) as assigned.
- Complete accurate loan documentation for security registrations (PPR and Land Titles) and submit to CDA.
- Accurately advance member loans.
- Manual loan payments and reversals as required.
- Accurately balance CUMIS insurance monthly.
- Print CUDGC and loan reports for data input to send to the Executive Assistant.
- Accurately complete margining and send to CDA Manager.
- Accurately scan loan documentation on a daily basis or as required.
- Adhere to all Vision Credit Union Ltd. policies and procedures.
- Follow all compliance policies and procedures in relation to Anti-Money Laundering and Anti-Terrorist Financing Guidelines.
- Assist Branch Manager/Assistant Branch Manager with other duties as assigned.

Requirements

- High school diploma
- One or two years' exposure of credit union or related financial experience.
- Customer Service experience preferred.
- Able to deal with people sensitively, tactfully, diplomatically, and professionally at all times.
- Strong communication skills.

- Ability to prioritize and make on-the-spot decisions regarding member transactions, weighing member satisfaction issues with credit union exposure to loss or fraud.
- Basic mathematical skills required.
- Knowledge of loan processes and documentation.
- Attention to detail in all areas of work.
- Ability to work in a fast-paced environment.
- Ability to perform well under pressure.
- Ability to cross-sell.
- High degree of accuracy with good organization skills.
- Professional appearance and manners.

Vision Credit Union Ltd. – we “see” banking differently.

We may very well be the right fit for *you*....and *you* for us.

We’re Vision Credit Union. Although we offer loans, deposits, financial planning service, RRSP’s, mutual funds, insurance products and other product that most F.I.’s are able to offer, we do things a little (some would say a lot) different at our “shop”.

Our focus is our 37,000 member-owners. We’re an organization based on principles over profit. If you are eager to launch a rewarding career with our organization, you will need to be able to naturally and consistently provide “well above the norm” member service. After all, the Credit Union system has been chosen tops in Canada for twelve years straight in the area of customer service. That’s a reputation we pledge to continue.

We believe that charging excessive fees or providing products and services that benefit our Credit Union more than our valued members is wrong. We also believe that the bulk of our profits must be shared by our members and that some of our profits need to be channeled back to community initiatives in the small rural communities where we live and work.

At Vision Credit Union, an equal opportunity employer, we treat members special. Our goal is to ensure that every one of our members feels like an extension of our “family”. The team, of which you would be a part, is small in numbers but capable of “moving mountains”. We believe in common purpose (life-long member-owners). We strive for error-free work and accountability. We’re collectively recognized for our great work: in both 2016 and 2017 Vision C.U. was named one of ***Alberta’s Top 70 Employers***. In 2016 and 2018, Vision earned the title: ***Alberta’s Credit Union of the Year***.

We are always “on the hunt” for enthusiastic, astute and motivated team members. Joining us represents an opportunity to go home from work feeling fulfilled. At Vision, you will enjoy a salary that is at or above industry standards and there are exceptional advancement opportunities for the right individual. If you feel you can offer skill and passion to help our organization continue being the financial service provider of choice in rural and entrepreneurial Alberta, we invite your resume.