

AERO Federal Credit Union

POSITION DESCRIPTION

Position Title:	Title Processor	Classification:	Non-Exempt
Department:	Lending Operations	Grade level:	6
Reports To:	AVP/Lending	Last Revised:	January, 2022

POSITION SUMMARY

The primary function of this position is to assist AERO Federal Credit Union in living out its mission of “Providing simple solutions to help our members achieve their financial goals.” One of the primary means to achieve this end is to ensure that outstanding service is delivered to both internal and external members. A key component of this service is to identify the financial needs of the member and recommend an appropriate credit union solution.

Responsible for ensuring that outstanding service is delivered to both internal and external members. A key component of this service is to identify the financial needs of the member and recommend an appropriate credit union solution.

In addition, provides high quality service, defined as ensuring prompt and accurate lien recordings, UCC1 Filings and lien/title releases. Completes all necessary paperwork on loan payoffs and provides information to the sales support staff. Responsible for the filing of lien instruments on motor vehicles secured as collateral. Duties include the initiation of the filing process, maintaining records of filings, disbursing checks to Department of Motor Vehicle Branches in appropriate jurisdictions, attending to the renewal or release of filings, quoting & posting of loan payoff, verifying work/repair notices and signing off on insurance checks, gathering the appropriate documents for subordination agreements to be reviewed/approved. Provides notary services for members. Files all loan files & documents from all locations while maintaining organized files with accurate information. Assist members in taking applications as well as answering general loan question.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

1. Deliver outstanding service to internal and external members in alignment with the credit union’s Service Promises.
We Promise to:
 - Treat you with the highest level of respect.
 - Work as a team to ensure you are pleased with our service.
 - Provide you with accurate information.
 - Take responsibility for your requests.
 - Give you a prompt response or resolution to your request.
 - Make it easy to work with us.
 - Provide solutions that will help you achieve your financial goals
2. Meets or exceeds all service expectations.
3. Ensures that all members’ needs are identified and match the Credit Union’s services and products. Appropriately refers opportunities to sales support.
4. Maintains a product knowledge level that supports a needs-based referral and selling program.
5. Responsible for establishing and maintaining effective coordination and communication with members, area personnel and management.
 - a. Completes assigned paperwork, records and reports promptly and accurately.
 - b. Supports and assists personnel as needed.
 - c. Attends and participates in meetings as required.
 - d. Keeps management informed of area activities and of any significant problems.
6. Responsible for related duties as required or assigned.
 - a. Performs miscellaneous clerical functions as needed.

- b. Ensures that work area is clean, secure, and well maintained.
 - c. Performs duties of area personnel as needed.
 - 7. Reviews and corrects title packages prior to submitting for processing to a department of motor vehicles to correct any lien filing errors to ensure the credit union is properly secured.
 - 8. Assumes the role of primary administrator of title services for and between Credit Union departments and branches, the department of motor vehicles and third party processors.
 - 9. Monitors and tracks completed title applications and ensure the best interest of the credit union and members are served.
 - 10. Promptly responds to and takes action to secure missing lien/title records in accordance with set standards, utilizing available resources.
 - 11. Routinely files UCC1's in accordance with federal regulations of the Uniform Commercial Code. Keeps updated on changes and informs management and staff accordingly.
 - 12. Keeps record or file of credit transactions: Tracks new and paid off loans to ensure proper filing and/or release of liens/titles, utilizing reports from Vintek and the Paid Loans Reports.
 - 13. Provides payoff requests in accordance to credit union procedures.
 - 14. Assists members with their notary needs in compliance with notary laws.
 - 15. Review work/repair orders on insurance checks payable to the credit union in accordance to credit union procedures and sign off on the check once assured credit union's collateral repaired. Maintain proper documentation for the loan file.
 - 16. Assist members/lenders with requirements for subordination requests. Gather needed documentation to present for review and approval. Maintain proper documentation for the loan file.
 - 17. File all loan files and documents in organized and timely manner.
 - 18. Provides clerical assistance as needed.
 - 19. Other duties may include analyzing lending situation for additional business opportunities and cross-selling the members on the benefits of utilizing other credit union services. May occasionally process credit requests and assist in the preparation of credit information necessary to establish credit limits.
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SUPERVISORY RESPONSIBILITIES

None.

PERFORMANCE STANDARDS

- 1. Assist the AERO Federal Credit Union to live out its mission, "Providing simple solutions to help our members achieve their financial goals."
 - 2. Meet or exceed all service expectations.
 - 3. Must maintain and apply knowledge of Title Lien Filings and UCC1 regulations and requirements.
 - 4. Ensures that title-processing functions are completed in accordance with established policies and procedures.
 - 5. Ensures that records, files, reports and related documents are accurate, complete and timely.
 - 6. Assist in attaining the lending goals and objectives of the Credit Union by performing duties in an accurate and timely manner.
 - 7. Maintains and applies knowledge in current lending related services and products, procedures, policies and regulations.
 - 8. Ensures good working relationships exist with members, team members and management. Problems and questions are courteously and promptly resolved or referred. Assistance and support are provided as needed. Management is properly informed.
 - 9. Ensures the privacy and confidentiality of member information.
 - 10. Ensures the Credit Union's professional reputation is maintained and conveyed.
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QUALIFICATIONS

Education/Certification:	High school graduate or equivalent. Additional college coursework in business or finance preferred.
Required Knowledge:	General knowledge of Credit Union services, products, loan policies and procedures. Demonstrates basic understanding of Credit Union operations.
Experience Required:	See Education/Certification
Skills/Abilities:	Strong interpersonal skills. Good Math skills. Maintains a professional appearance, dress and attitude. Well organized. Ability to operate related computer applications and related business equipment. Attention to detail. Ability to maintain an effective and efficient workflow.
Professional License:	Notary Commission.

PHYSICAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

Repetitive Motion:	Movements frequently and regularly required using the wrists, hands, and/or fingers.
Talking:	Especially where one must frequently convey detailed or important instructions or ideas accurately, loudly, or quickly.
Average Visual Abilities:	Average, ordinary, visual acuity necessary to prepare or inspect documents or products, or operate machinery.
Average Hearing:	Able to hear average or normal conversations and receive ordinary information.
Physical Strength:	Sedentary work; sitting most of the time. Exerts up to 20 lbs. of force occasionally.

WORKING CONDITIONS

Office Professional:	Typical business professional, office and banking setting.
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MENTAL ACTIVITIES AND REQUIREMENTS OF THIS POSITION

Reasoning Ability:	Ability to apply logical or scientific thinking to define problems, collect data, establish facts, and draw conclusions. Able to interpret a variety of technical instructions and can deal with multiple variables.
Mathematics Ability:	Ability to compute discount, interest, profit, and loss; commission markup and selling price; ratio and proportion and percentage. Able to perform very simple algebra.
Language Ability:	Ability to read periodicals, journals, manuals, dictionaries, thesauruses, etc. Ability to prepare business letters, proposals, summaries, and reports using prescribed format and conforming to all rules of punctuation, grammar, diction, and style. Ability to conduct training, communicate at panel discussions and to make professional presentations.

INTENT AND FUNCTION OF JOB DESCRIPTIONS

Job descriptions assist organizations in ensuring that the hiring process is fairly administered and that qualified employees are selected. They are also essential to an effective appraisal system and related promotion, transfer, layoff, and termination decisions. Well constructed job descriptions are an integral part of any effective compensation system.

All descriptions have been reviewed to ensure that only essential functions and basic duties have been included. Peripheral tasks, only incidentally related to each position, have been excluded. Requirements, skills, and abilities included have been determined to be the minimal standards required to successfully perform the positions. In no instance, however, should the duties, responsibilities, and requirements delineated be interpreted as all inclusive. Additional functions and requirements may be assigned by supervisors as deemed appropriate.

In accordance with the Americans with Disabilities Act, it is possible that requirements may be modified to reasonably accommodate disabled individuals. However, no accommodations will be made which may pose serious health or safety risks to the employee or others or which impose undue hardships on the organization.

Job descriptions are not intended as and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.
