

Position Description



Position Title	Lending Sales Support Officer
Department / Branch	Lending Support
Reporting Relationships	Lending Support Manager
Supervisory responsibilities	Nil
Classification	Banking Finance & Insurance Award
Effective date	April 2022

General Responsibilities of Role

Objective

The objective of this role is to provide support to the lending sales network while delivering a positive Member experience through the Lending Journey. This support will include managing the loan applications through the verification process to ensure compliance within policy and regulatory requirements. Member liaison and the provision of timely updates to both members and Lenders on the progress of their loan applications.

Key Accountabilities and Responsibilities

Reporting to the Lending Support Manager, the Lending Sales Support Officer will be responsible for the following:

- Communication and liaison with Members, Lenders and Credit Assessment
- Managing conditionally approved loans through the verification process to final approval in line with SLAs
- Engaging with key third parties in meeting verification requirements (employers, valuers, mortgage insurers, etc)
- Provision of timely updates to Lenders and Members on the progress of applications
- Liaison with internal stakeholders to finalise lending transactions (Secured Lending and Loans Administration)
- contribute to process improvements within the Team.

Selection Criteria

The successful candidate will need to possess the following skills and abilities within the following key areas:

- High level communication skills with the ability to engage with a broad range of stakeholders across the complete lending process

- Either existing or demonstrated ability to build a strong understanding of Credit Union SA's policies and procedures
- Strong organisational skills and attention to detail

Skills

- Self-motivated individual with a willingness to learn and a strong Member -first approach
- Basic understanding of the financial sector, with inhouse banking experience highly regarded.
- Outstanding communication and problem-solving skills
- High level of attention to detail
- The ability to “think outside the box”
- Ability to thrive in a team-oriented, collaborative environment