



***Loan Officer Job Description***  
***(Real Estate, Commercial, Consumer, and Letters of Credit)***

Responsible for helping customers research loans and navigate the application, approval and closing process. Their duties include recommending commercial and personal loan options to clients and explaining their terms, as well as determining risks for loaning to clients based on their credit and processing paperwork.

***Loan Officer Skills, Knowledges and Proficiencies***

- Excellent communication and interpersonal skills
- Good analytical skills
- Good critical thinking skills
- Good customer service skills
- Good attention to detail
- Good organizational skills
- Good understanding of wealth and debt management
- In-depth knowledge of financial products

***Loan Officer Duties and Responsibilities***

- Assess customer needs, explore all options and introduce different types of loans
- Interview applicants to determine financial eligibility and feasibility of granting loans
- Evaluate credit worthiness by processing loan applications and documentation within specified limits
- Determine all applicable ratios and metrics and set up debt payment plans
- Communicate with clients either to request or to provide information
- Justify decisions (approvals/rejections) and report on them
- Complete loan contracts and counsel customers on policies and restrictions
- Update job knowledge by participating in educational opportunities, reading professional publications, etc.
- Complete ongoing account maintenance and servicing
- Go the “extra mile” to build trust relationships, customer loyalty and satisfaction throughout the underwriting process
- Operate in compliance with laws and regulations and adhere to lending compliance guidelines
- Follow up on delinquent accounts
- Review GL daily to ensure prior day transactions were processed correctly

***Loan Officer Requirements and Qualifications***

- High school diploma or GED required
- Bachelor’s degree in finance, accounting, economics, or a related field preferred
- Proven work experience as a Loan Officer, Loan Processor, or other related role preferred
- Solid understanding of lending products and practices
- Familiarity with computers and banking applications/software