



Ontario Shores Federal Credit Union has continued to grow into a full-service financial institution that serves over 11,750 members in the Western New York counties of Niagara, Orleans, Genesee, Wyoming, Cattaraugus, Allegany, and Steuben and is seeking a Loan Support Specialist to join our growing organization!

A member-owned institution, we prioritize our members' best interests. Our devoted team of employees and Board of Directors collaborate to promote and protect the financial well-being of our members and communities we serve by providing value-creating services, offering sound financial guidance, and building trusted relationships.

Job Type: Full Time

Shift and Schedule: Monday thru Friday (8:15am – 5:15pm)

Location: Newfane, NY

Pay: \$22.00 - \$25.00 per hour

Additional Salary Information

The salary range reflects our good faith and reasonable estimate of the possible compensation at the time of posting, the role and associated responsibilities, and the experience, education, and training of the selected candidate.

The Opportunity

The Loan Support Specialist prepares, assesses, processes and documents all required forms and related documentation for loan products. This position assists in a variety of duties related to the lending function within the credit union and promotes credit union products and services.

Duties and Responsibilities

- Provide administrative assistance to the lending staff, including updating loan data in the credit union's computers, processing letters, and assembling documentation.
- Ensure that loan files contain documents with proper signatures, dates, and other relevant data.

- Maintain a filing system and procedures to monitor that the required documentation is received and maintained appropriately.
- Maintain new and paid loan files. Perform variety of clerical duties requiring knowledge of departmental procedures. Use office computers for data input and other activities.
- Notify vendor to place security interest of credit union on title document. Ensure that the documentation on titles is accurate and up to date.
- Maintain lending insurance products. (Gap, MRC, Life and Disability) To include tracking, filing claims and servicing member inquiries.
- Process all correspondence for collections. Create letters, make calls for payment, maintain records of communication regarding delinquency, correspond with attorneys and provide general administrative support.
- Cross sell credit union products and services.

The above duties & responsibilities are intended to describe the general nature and level of work being performed by the Loan Support Specialist and are not intended to be a complete list of all responsibilities, duties, and skills required to fulfill this role.

Minimum Qualifications:

- Credit Union and/or banking experience desirable.
- High School Diploma or GED.
- Strong dedication to accuracy and efficiency.
- Basic math and computer skills.
- Prior customer service experience a plus.
- Excellent communication, time management, and people skills.

Benefits:

- Outstanding culture and opportunity to join an engaged and community-focused team.
- We reward great work with great benefits! In addition to competitive compensation, Ontario Shores FCU offers a generous benefits package.

Our employees are the most valuable asset we have. We promote a culture that values the contribution of all our employees, which is what enables us to serve our diverse, growing membership so well. Ontario Shores FCU appreciates candidates with experience that align with our unique work environment and invites you to apply with your cover letter and resume for our Loan Support Specialist position today!

To learn more about Ontario Shores Federal Credit Union, visit our website at osfcu.com.

All qualified applicants will receive consideration for employment without regard to the individual's race, color, sex, national origin, religion, age, disability, genetic information, status as a military veteran or any other characteristic protected by applicable law.

