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Position: Operations Manager

Purpose: The successful applicant will be responsible to perform a wide variety of duties related to the Loan Department and the operations within the credit union. Provide support to the Lending VP, Collector, Loan Processor and Loan Officers. Recognize and make recommendations to streamline or improve processes in the Lending Department or with the operations within the credit union. Direct the operations of the lending staff at the branches.

Duties/Responsibilities:

1. Ensure the credit union's collateral is protected by insurance (including filing collateral insurance, calling to gather information from members/agents and tracking.)
2. Responsible for scanning, filing, and maintaining loan records.
3. Assist Lending Vice President with month end tasks and reporting.
4. Develop and/ or assist in the development and facilitating training to the branch lending staff.
5. Oversee the lending functions of the lending staff and monitor adherence to sound credit practices and administration policies.
6. Assist Lending Vice President with daily, weekly, and monthly Indirect Lending tasks.
7. Assist the Collector with reports and daily tasks performed by the Collector when needed.
8. Assist the Loan Processor with daily reports, perfecting titles and liens as well as reviewing loan files for accuracy and completeness.
9. Assist Loan Officers with underwriting when needed. Analyze credit reports for all accounts, verify debts, verify income. Approve or deny loan applications for all credit union products within Loan Officer authority.
10. Order, stock and maintain an adequate supply of all forms, applications, brochures, and other informational material for the lending area.
11. Implement new loan products and services in accordance with management direction.
12. Cross-serve lending products.
13. Follow the guidelines in the Lending Policies and Procedures.
14. Implement and monitor procedures to comply with credit union policies and governmental rules and regulations. Work with other department heads to maintain consistency in credit union policies and procedures. Develop and apply new policies and procedures for the credit union operations.
15. Responsible to keep your desk and equipment clean and neat.
16. Report problems or concerns to Lending VP.
17. Perform duties as requested by Lending VP.

Experience:

- 6 months to 2 years lending and underwriting experience; or equivalent combination of education and experience
- 2-5 years progressive leadership and managerial experience
- Computer experience

Skills:

- Ability to empathize/analyze difficult member's financial situations while enforcing credit union policies uniformly
- Good Interpersonal skills/Phone skills
- Ability to clearly communicate verbally and written
- Ability to Multitask
- Strong Organizational skills
- Strong mathematical skills

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Corporate Office: White Rose Credit Union | 3498 Industrial Drive | York, PA 17402
Dallastown | Downtown | East York | Manchester | West York

Education required:

- High School diploma/equivalent

Physical Requirements:

- While performing the duties of this job, the employee is required to have the ability to sit, stand and walk throughout the workday; the position requires the use of fingers, hands, and arms to use the phone and keyboarding on a consistent basis; the position may need to lift up to 50 pounds on occasion. Specific vision required for the position include close vision, distance vision, and the ability to adjust focus, such as to work on computers.

Work Environment:

- The standard work environment has moderate noise levels associated with members, computer equipment, and phone conversations.

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