



Job Description

Position Title:	Clerk
Reports To:	VP Lending
FLSA:	Non-Exempt

Primary Purpose:

Provide loan, insurance, document prep, titles, and other clerk functions.

Duties and Responsibilities:

- ◆ Pull Titles/Release Liens
- ◆ All Consumer / Commercial VOD's
- ◆ Serve membership by providing prompt, accurate, and efficient service and information in a pleasant, professional, and efficient manner via telephone in regards to loans, account inquiries, general member questions, etc.
- ◆ Process MBL mortgage releases after payoff or refinance
- ◆ Scan or file documents to MBL files/Synergy
- ◆ Maintain electronic and paper files
- ◆ Book MBL loans into Epysis
- ◆ Contact insurance companies to expedite resolution of outstanding collateral perfection documents to ensure lien position by letter. Follow up by contacting insurance company / member by phone or email for missing / incorrect information
- ◆ Print reports from Epysis as requested
- ◆ Upload insurance to ISI
- ◆ Check insurance in ISI for vehicles and business
- ◆ File credit protection claims and apply payments
- ◆ Positrac thru Allied
- ◆ Check vehicle loans for perfected titles
- ◆ Prepare documents for mailing title to BMV
- ◆ Verify information on title and loan
- ◆ Update loan maintenance once perfected title is received
- ◆ Track titles not received, call members/collect titles
- ◆ Print daily loan reports
- ◆ Check all loans
- ◆ Daily filing
- ◆ Processing Payoffs
- ◆ Vehicle claims from member's insurance company
- ◆ Balance end of the month loan report
- ◆ Requires regular attendance to perform essential elements as contained herein between the assigned start and end times for work.
- ◆ Performs other assignments / duties as management may direct.

Duties and Responsibilities continued:

- ◆ Establishes and maintains effective work relationships within PrimeTrust Financial Federal Credit Union and the community; and maintains the professional competence, knowledge and skill necessary for the satisfactory performance of all assigned responsibilities.

Basic Qualifications:

Education

High School Degree.

Experience/Knowledge

One to three years of proven related job experience.

Certifications/Licenses/Registrations

N/A

Preferred Experience/Qualifications:

Associate degree in Finance, Business, or Economics

Technical Competencies:

Interpersonal skills in order to work effectively with all employees and members of PrimeTrust Financial Federal Credit Union.

Above average computer skills in various accounting software programs.

Ability to analyze problems and make independent judgments to initiate corrective action or resolution.

Significant level of trust & diplomacy. Good organizational skills.

Physical Requirements & Work Environment:

Sitting at desk or workstation approximately 85 percent of work time. Standing and walking approximately 15 percent of work time.

Ability to work extended hours and weekends.

Normal Credit Union environment.

Ability to lift 20 lbs. occasionally.

6/2022