SENIOR VICE PRESIDENT - CONSUMER LENDING

LOCATION: Corporate DIVISION: CFCO

FUNCTION DESCRIPTION:

Reporting directly to the EVP/Chief Financial and Credit Officer, this position will serve as a key member of the management team. The SVP – Consumer Lending is responsible for researching and evaluating the feasibility of new and innovative consumer lending and delivery channels, for the purpose of increasing loan penetration and growth. This position also includes responsibility for the overall compliance, profitability, management, market penetration, control of credit risk and strategic direction of all consumer lending products.

This position has oversight responsibility and accountability for loan underwriting and portfolio management, loan production and third-party relationships including S3, CUDC and other organizations. Managing and successfully navigating CUSO relationships is a significant function of this role and directly impacts the consumer portfolio. This position will be directly involved in collaboration at the CU partner and CUSO level.

This position will partner with the SVP - Chief Member Experience Officer to ensure desired member experience results are being achieved.

ORGANIZATIONAL RELATIONSHIPS:

Reports to: EVP/Chief Financial and Credit Officer

Supervises: Director – Indirect Portfolio, Associate Director – Real Estate Portfolio, Associate Director – Unsecured Portfolio

Contacts: Credit union members, credit union branch/department staff, credit union officials, auditors, regulators, partners, vendors, governmental agencies, and credit union executive staff.

QUALIFICATIONS/REQUIREMENTS:

Education: Bachelor’s degree in Business/Finance or equivalent work experience. Master’s degree preferred.

Experience: Eight years of experience in a management role responsible for consumer lending. Experience in a high volume indirect (auto and other) lending environment. Experience as part of an organization’s senior leadership team preferred. Proven experience in driving key strategic initiatives. Extensive experience in project and process management, with an emphasis in continuous improvement methods.
Extensive experience underwriting loans and expediting loan approval process. Extensive experience analyzing and building loan portfolios. Requires current knowledge of consumer lending practices and credit granting criteria, as well as state and federal laws regulating consumer lending functions.

Skills: Extensive knowledge of laws and regulations affecting consumer lending including home equity, auto, credit cards and other unsecured and secured. Excellent interpersonal, communication, motivation and problem solving skills necessary for communicating with members, visitors, callers, vendors, co-workers and Board members. Prior track record of driving results through strong leadership, team building and coaching. A high level of professional maturity, demeanor, and appropriate business appearance. Strong process management skills.

Equipment: PC, calculator, terminals, fax, telephone, copier, printer MS Office Suite, printer, telephone system, Internet savvy.

ESSENTIAL FUNCTIONS:

- Provides a valuable and enjoyable experience to both internal customers and members during interactions. Consistently suggests ways to improve the member/customer experience through improved processes and technology.
- Define the product strategy and roadmap for all consumer loan and deposit products.
- Monitor production goals and make recommendations to enhance or improve consumer deposit growth, consumer lending growth, market share, loan quality, revenue, member satisfaction and product profitability.
- Prepare and develop the department budget, analysis and control of the consumer services department expenditures to conform to budgetary requirements.
- Responsible for the analysis of all consumer loan and deposit portfolios to identify trends and make necessary changes to ensure quality and profitability.
- Prepare consumer loan and deposit growth projections and periodic budget/loan growth updates.
- Review applications that deal with unusual circumstances, denials and exceptions.
- Analyze and monitor consumer interest rates. Partner with the Treasury Department to prepare rate and fee comparative analyses and recommendations for senior management review.
- Develop and implement policies to streamline the department. Maintain and review all existing internal control functions, ensuring the safeguarding of credit union assets.
- Ensure member satisfaction within all loan channels including digital, loan related products/services and points of contact with frontline and back office staff to deliver exceptional member experience.
- Work closely with the Chief Retail Officer and Branch District Managers to maintain effective lines of communication between the departments working to ensure maximum frontline effectiveness and staff preparedness.
- Prepare recurring and special reports and routine lending information to various departments in the organization including Marketing, Accounting, Branch Operations and Executive Management.

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- Research and negotiate best products, services and prices with vendors.
- Research, introduce, and implement new consumer lending products and services.
- Ensures all lending activities are conducted within the policies & procedures of the Credit Union and within the rules and regulations, state and federal, pertaining to federally insured credit unions.
- Monitor vendor performance and service standards, reporting issues to Senior Management as necessary.
- Conduct annual and periodic vendor due diligence reviews.
- Perform other duties as assigned.
- May lead / serve / consult on cross-functional project teams.

**WORKING CONDITIONS:**

May necessitate movement to other branches or departments
Office environment
Mobility throughout the department
Bellco requires all employees who drive their personal or a company vehicle in the routine performance of their jobs to have a valid Driver’s License. They must also provide proof of valid insurance.

**PLEASE SUBMIT RESUME TO:**

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