



VantageOne
CREDIT UNION

Career
Opportunity

Credit Adjudication Manager

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| DATE OF POSTING: | Friday March 12, 2021 |
| POSTING NUMBER: | EX 2021-03 |
| CLOSING DATE: | External Applicants: Until Filled |
| HOW TO APPLY: | Please email a resume and cover letter to hr@vantageone.net . Please indicate EX number in subject line of email. |
| <u>PLEASE NOTE:</u> | APPLICANTS MUST CLEARLY DEMONSTRATE HOW THEY MEET THE REQUIRED QUALIFICATIONS. |

POSITION INFORMATION:

This excluded opportunity is being posted as a step in the succession planning process of our current Credit Adjudication Manager role. Reporting to the Chief Credit, Risk and Operations Officer, this position's responsibilities include:

Credit Adjudication:

- Responsible for consumer credit adjudication and the administration of the consumer loan portfolio.
- Conducts underwriting/adjudication on consumer credit applications in excess of lenders discretionary limits.
- Makes recommendations for applications outside of the Credit Adjudication Manager limits through sound and consistent analysis and underwriting practices.

Leadership:

- Responsible for the overall management of the centralized administration team, actively coaching, directing and mentoring the team in meeting business objectives.
- Provide guidance and on-going operational coaching to multi branch team of Account Managers regarding lending standards, policies, objectives, and requirements. Sharing knowledge of lending with formal coaching program through ongoing lending training and support.

The successful candidate must possess:

- Proven ability to develop and coach employees to achieve targets
- Demonstrated skill and knowledge of consumer credit underwriting policies and procedures
- Proven sound judgement/decision-making skills
- Intermediate knowledge and skill of Word, Excel, Outlook, PowerPoint, Lending origination software
- Excellent organizational and time management skills with attention to detail
- Undergraduate degree in business or finance, plus specialized courses relating to Consumer Lending, industry specific courses in sales, mediation, and conflict resolution
- 5 to 8 years' experience in consumer lending role in a senior lending environment with supervisory and/or coaching experience in a consumer lending environment.

Learn More About

Life
At VantageOne



the *Application*
Process

www.vantageone.net



Position Description

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| POSITION TITLE: | Credit Adjudication Manager |
| BUSINESS UNIT/DEPARTMENT | VantageOne Credit Union Administration |
| LOCATION: | Vernon, Main Branch |
| REPORTS TO: | Chief Credit, Risk and Operations Officer |

PURPOSE OF POSITION

Reporting to the Chief Credit, Risk and Operations Officer, this position:

- Adjudicates escalated consumer credit applications within assigned lending limits or makes credit recommendations and escalates as required, ensuring the safety of the Credit Union's funds through the use of sound judgement and adherence to risk policy, taking a balance approach to asset growth and portfolio quality.
- Provides coaching to Consumer Account Managers through dialogue and communication on a transactional basis to increase awareness of risk, policy, and knowledge of structuring deals.
- Manages the Centralized Administration team, actively coaching, directing and mentoring the team in meeting business objectives.

ROLES AND RESPONSIBILITIES/DUTIES

Credit Adjudication

- Responsible for consumer credit adjudication and the administration of the consumer loan portfolio, within the framework of approved credit management policies, in order to support Credit Union growth objectives while managing risk.
- Conducts underwriting/adjudication on consumer credit applications in excess of lenders discretionary limits and within their own limits and makes recommendations for applications outside of their limits through sound and consistent analysis and underwriting practices.
- Ensures loans are in compliance with standards of sound business practice, legislation, regulations, policies and procedures.
- Assist in the overall regulatory compliance by having responsibility of completion of monthly reporting.
- Provides feedback and technical support to Consumer Account Managers
- Adjudicate credit transactions/applications within assigned lending limits, review and recommend applications over assigned lending limits to the Chief Credit, Risk and Operations Officer within established turnaround times, including analysis and evaluation of the technical aspects (e.g., financial analysis, credit terms, structure, collateral) to ensure the deal is within VantageOne policy and standards.
- Provide decision/approval on adjudicated lending transactions/applications and communicate effectively with Account Managers to ensure rationale and decision is clearly understood.
- Communicate with Account Managers about specific lending applications and transactions to seek further information and modification, discuss appropriate structuring for the deal, and criteria required for approval.
- Know relevant lending policies and directives and changes to ensure adjudication of lending transactions/applications are within VantageOne policy and standards.

Consumer Credit Coaching

- Working closely with the Vice President Consumer Banking Services provides coaching to Consumer Account Managers through dialogue and communication on a transactional basis to increase awareness of risk, policy, and knowledge of structuring deals.
- Share knowledge of lending with Consumer Account Managers with formal coaching program through ongoing lending training and support.
- Provide guidance and on-going operational coaching to multi branch team of Consumer Account Managers regarding lending standards, policies, objectives and requirements.
- Provide seminars to enhance skill knowledge from a technical, behavioral and philosophic point of view.

Centralized Administration Leadership

- Responsible for the overall management of the centralized administration team, actively coaching, directing and mentoring the team in meeting business objectives. Adhering to policy, procedures and guidelines, regulations and legislation.
- Establishes performance criteria for each direct report, monitors performance and provides ongoing performance feedback to employees through the corporate performance management system.
- Participates in the corporate performance management process providing ongoing feedback to assigned reports through

corporate performance management system. Establishes and implements development plans. Develop each employee to their highest potential by identifying areas of improvement and appropriately coaching, training or correcting the employee's performance.

Management Team Member

- Demonstrate enthusiastic support of VantageOne's mission, vision and values
- Actively participate on the credit union's management team by attending regular team meetings contributing to the design and attainment of short- and long-term corporate goals through group discussion and problem solving, consulting on issues affecting day to day credit union operation.
- Works closely with the Chief Credit, Risk and Operations Officer and Vice President, Consumer Banking Services to ensure smooth branch lending and administrative operation function between all branches and all branch staff.
- Leads or participates in special projects as assigned.
- Contributes to the corporate strategic and operational planning process.
- Ensures adherence to established and approved budget for FTE allocation and program budget as well as overseeing adherence to budget for assigned program areas.
- Accomplishes business plan objectives for assigned areas.
- Assists the Chief Credit, Risk and Operations Officer in the creation of the business plan (objectives, strategies, and tactics)
- Supports and participates in corporate marketing and business development programs.

Other duties as assigned.

PHYSICAL REQUIREMENTS

Physical exertion – Occasional

Visual attention – Frequent

Travel – Frequent travel required between branches. Vehicle and valid license are mandatory.

Manual Dexterity – Frequent

EDUCATION & EXPERIENCE

Education:

Undergraduate degree in business or finance, plus specialized courses relating to Consumer Lending, industry specific courses in sales, mediation and conflict resolution.

And

Job Related Experience:

- 5 to 8 years' experience in consumer lending roles in a senior lending environment with supervisory and/or coaching experience in a consumer lending environment.

Or

An equivalent combination of education and experience acceptable to VantageOne.

NATURE OF SUPERVISION

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| Immediate Supervisor | Chief Credit, Risk and Operations Officer |
| Supervisor Responsibility Level | Manager – This position is assigned full first line supervisory responsibilities over the work of others – directly responsible for the assigned staff. This includes assigning work, carrying out performance reviews, participating in recruiting for vacancies, providing instructions and direction, and recommending salary increases, promotions, transfers or dismissal. |
| Positions Supervised | Centralized administrative team and indirectly multi branch Account Managers |