



## **Aloha Pacific Federal Credit Union**

### **Job Posting for January 20, 2012**

Position: Branch Sales Associate, Full-time (7 positions)

Location: (1) Hawaii Kai Branch, (1) Main Branch, (2) Downtown, (1) Relief, (1) Kailua, (1) Kapolei

Submit Inquiry to: Human Resources Department

Job Summary: Perform branch responsibilities not limited to both teller services and member services in accordance with quality service objectives and credit union policies and procedures. (account/loan servicing transaction processing or, new account servicing, new loan servicing, account maintenance, product cross-sales, balancing, and financial transaction record-keeping).

Position: Branch Supervisor, Full-time (1 position)

Location: Relief Pool

Submit Inquiry to: Human Resources Department

Job Summary: Responsible for the direct supervision of day-to-day branch operations. Coordinate work schedules, allocate workload, and provide oversight, guidance and assistance to branch personnel. Train branch staff in operational processes and procedures; monitor staff performance and recommend personnel actions; assist staff in complex situations and problem escalation; and recommend changes for continuous process improvement. Assume back-up responsibilities for Branch Manager as needed.

Position: Branch Manager, Full-time (1 position)

Location: Relief Pool

Executive: Thomas Santos, Vice President of Branch Administration

Submit Inquiry to: Human Resources Department

Responsible for the profitability, administration and supervision of branch sales and operations within established policies and guidelines. Create and foster a branch culture that promotes teamwork, service excellence, relationship building, and staff professionalism. Lead and develop branch personnel to achieve sales goals and service level standards. Generate defined reports to track actual performance to defined sales and services goals, member satisfaction and new business development.

Position: Residential Mortgage Underwriter, Full-time (1 position)

Location: Fort Street Mall – Mortgage Lending

Submit Inquiry to: Human Resources Department

Job Summary: Responsible for the underwriting and approval of mortgage loan applications in accordance with credit union policy, investor guidelines, and applicable State and Federal regulations. Duties include an in-depth analysis of a loan applicant's repayment ability, credit worthiness, and collateral quality as well as verification of the accuracy and completeness of supporting documentation. Must be able to communicate and work well in a team environment along with loan officers, processors, closers, and third-party vendors.

Minimum of five (5) years underwriting experience with exposure to both manual and automated underwriting environments. Working knowledge and understanding of FNMA and/or FHLMC conventional guidelines and all current regulatory and compliance issues. Excellent time management and strong analytical skills required. Proficiency with MS Office products and computer skills.

Position: Consumer Loan Officer - Full-time (1 position)

Location: 832 South Hotel Street

Submit Inquiry to: Human Resources Department

Job Summary: Responsible for developing new business, underwriting, structuring, and closing of consumer loans as well as maintaining and servicing existing portfolios. This position will also include monitoring consumer collections.



Position: Senior Call Relations Representative, Full-time (1 position)

Location: 2200 Kamehameha Highway

Submit Inquiry to: Human Resources Department

Job Summary: Responsible for establishing new member accounts, sell and service credit union products for phone-in members and providing excellent service. Uses Business Development Sales (BDS) skills when servicing members. BDS is greeting the member with a positive attitude, positive body language, smiling, acknowledging the member by name and thanking them for their business. Provide the opening, limited servicing and closing of accounts and products. Servicing members with the following products include but not limited to: savings, checking, holiday savings, certificates of deposits, market index certificates, individual retirement accounts, trusts, and consumer loans. Working knowledge of accepting/processing of loan applications and preparing for approval, including but not limited to knowledge of documentation requirements and eligibility. Complete required documents to comply with federal, state, statute regulations and credit union policy and procedures. Complete assignments, which are inclusive of documents and computer data entry, in a timely and accurate manner. Ability to navigate, input, research, and amend pertinent information in the Credit Union Business Environment (CUBE) data system. Maintain a working knowledge of the policies and procedures for credit union accounts, services and products. Call center and supervisory experience highly preferred. Will assist Call Center leadership with duties and responsibilities, including occasional opening/closing shift as acting Supervisor. Required to be flexible with Monday through Saturday operation.

Position: Call Relations Representative, part-time (1 position)

Location: 2200 Kamehameha Highway

Submit Inquiry to: Human Resources Department

Job Summary: Responsible for establishing new member accounts, sell and service credit union products for phone-in members and providing excellent service. Uses Business Development Sales (BDS) skills when servicing members. BDS is greeting the member with a positive attitude, positive body language, smiling, acknowledging the member by name and thanking them for their business. Provide the opening, limited servicing and closing of accounts and products. Servicing members with the following products include but not limited to: savings, checking, holiday savings, certificates of deposits, market index certificates, individual retirement accounts, trusts, and consumer loans. Working knowledge of accepting/processing of loan applications and preparing for approval, including but not limited to knowledge of documentation requirements and eligibility. Complete required documents to comply with federal, state, statute regulations and credit union policy and procedures. Complete assignments, which are inclusive of documents and computer data entry, in a timely and accurate manner. Ability to navigate, input, research, and amend pertinent information in the Credit Union Business Environment (CUBE) data system. Maintain a working knowledge of the policies and procedures for credit union accounts, services and products. Call center experience highly preferred. Will assist Call Center leadership with duties and responsibilities. Required to be flexible with Monday through Saturday operation.