

## **Lending Support Officer – Full Time 35 hours per week minimum**

Established in 1971 and based in South West Sydney, The Mac is a member-owned financial organisation that is committed to providing members with a different kind of banking: the special kind where members really do matter. More than 50 years on, we are the local financial institution in and for the community in the Macarthur and Wollondilly regions. The Mac is currently looking for a dedicated Lending Support Officer to join our team.

**The responsibilities associated with this role include but are not limited to the following:**

### **Service delivery**

- Providing support to all lending staff
- Processing of loans in a timely and efficient manner
- Maintaining a thorough knowledge of products, services, policies and procedures
- Conducting loan interviews both face-to-face and over the telephone
- Managing valuation requests, payments and reconciliation
- PPSR registrations
- Processing of Loan Variation requests
- Processing of Loan Switching requests

### **Projects**

- Participate in both functional and business-wide projects as required

### **Relationship Management**

- Maintain effective relationships with members, staff and management
- Maintain effective relationships with third party suppliers

### **Administration and Documentation**

- Maintain, prepare reports, and recommendations as required
- Analyse/assess financial information relating to applications for self-employed and business Members.
- Review relevant policies and procedures to identify service gaps
- Comply with all of The Mac's policies and procedures
- Review and maintain all securities
- Liaising with third party suppliers ie; Conveyancers & Valuers

**The skills, experience and attributes we are looking for in the successful candidate are:**

### ***Essential***

- Minimum 2 years experience in Small Business & Consumer Lending
- High level interpersonal and written communication skills
- Knowledge of loan processing for Business, Home and Personal Loans
- High attention to detail
- Ability to work well as part of a team
- 

### ***Desirable***

- Ultracs Core Banking platform experience

**If you feel you are suitable for this role, please send your cover letter and resume to [mail@themaccu.com.au](mailto:mail@themaccu.com.au) by close of business Friday 9<sup>th</sup> August 2024.**