



Riverland Federal Credit Union is seeking a **Full-Time Lending Services Representative** to join our team. The ideal candidate will have exemplary organizational, communication, and customer service skills. This position will work at our Main Office, located at 639 Loyola Ave Suite 220 New Orleans, LA 70113 and will be required to work Monday- Friday 8:00am – 4:00 pm

The Lending Services Representative will perform receptionist, clerical, and loan processing duties such as resolving member request for loan adjustments and assisting members with loan request and lending products and services.

Essential Functions and Responsibilities:

- Serves as one of the primary lending department Receptionist. Professionally answers incoming telephone calls (multiple lines), resolves member inquiries, handles loan applications over the phone, and when necessary directs call to the appropriate departments.
- Responsible for processing, resolving, and maintaining member request to adjust, correct, refund loans and/or payments.
- Process CUNA GAP, MRC, and Loan Debt Protection purchases, cancellations, and claims. Cross sells other credit union services.
- Performs other job-related duties as assigned.

Education and Experience:

- A high school education or GED is required.
- At least 1 year similar or related experience.
- Previous experience in a financial institution is a plus.

Other:

- Must be legally authorized to work in the US.
- Must be willing to submit to and pass a criminal background check.
- Must be willing to submit to and pass a credit check.
- Must be bondable.

How to apply: Please submit your resume via email to jobs@riverlandfcu.org, include the words “Lending Service Representative” in the subject line.

Due to the high volume of resumes received, a personal response regarding your application status is not available. Candidates will be contacted directly if we are interested in an interview.

RiverLand is an Equal Employment Opportunity Employer. We adhere to a policy of making employment decisions without regard to race, color, religion, sex, sexual orientation, national origin, citizenship, age, or disability. We assure you that your opportunity for employment with this company depends solely on your qualifications.