



Independence BANK

Consumer Loan Assistant Position Summary

This motivated individual is responsible for providing superior customer service, the organization and maintenance of consumer and Visa files and will be the front line to handling all Visa credit card related inquiries. As well as providing support to the Consumer Lenders, in preparation of loan documents.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Work collaboratively with the Loan Assistant Coordinator and Consumer Lender(s) to effectively and efficiently provide credit-related services to the Bank's customers. A primary goal will always be a high level of customer service
- Handle Visa credit card related customer phone calls and inquiries including but not limited to new applications, declined transactions, fraudulent/disputed transactions, and reward points.
- Prepare all appropriate loan documents for the type of loan being offered to the customer. This also includes all documents necessary to obtain satisfactory perfection of the liens, including proof of insurance, titles, etc.

QUALIFICATION REQUIREMENTS:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE:

High school diploma or general education degree (GED); two to three months related experience and/or training; or equivalent combination of education and experience.

CERTIFICATES, LICENSES, REGISTRATIONS: N/A

To Apply

Please visit our website at: [Career Opportunities - Independence Bank \(Havre, MT\) \(ibyourbank.com\)](https://www.ibyourbank.com/Career-Opportunities)

For a full description, list of our benefits package or physical demands, please contact the Human Resources Department. Independence Bank EEO/Employer/Vet/Disabled