



## POSITION OPENING

**POSITION: Credit Support Specialist**

**Location: Fresno, CA**

### ABOUT US

Established in 1917, Fresno Madera Farm Credit provides quality credit and financial services in California's Central Valley, headquartered in Fresno. Our mission is to provide access to credit and related services to farmers and ranchers in our region as an efficient organization that delivers service with people that are passionate about creating the best possible customer experience to the generations of farmers and ranchers that we proudly serve. Fresno Madera Farm Credit offers competitive compensation packages and excellent benefit programs. We have a team driven, performance focused culture, with a strong focus on customer service, and fulfilling our mission to Agriculture.

### JOB DESCRIPTION

Fresno Madera Farm Credit is searching for a self-motivated, highly driven individual to join our fast paced team environment. The Credit Support Specialist provides support to the lending staff in the processing of loan applications, by processing routine loan servicing/file maintenance and supporting customer service efforts. This position reports directly to the Credit Support Supervisor and will perform the following critical tasks:

#### **Support Lending Staff in processing both new and renewal Loan Applications**

1. Utilize credit packages and other related information to process loan requests.
2. Utilize problem solving skills to evaluate when additional information is required to complete tasks.
3. Prepare requests for Chattel and/or Real Estate appraisals as appropriate.
4. Maintain electronic files.
5. Communicate with external and internal customers and stakeholders including title companies.

#### **Support Lending Staff in completing routine loan servicing and loan file maintenance**

1. Process and follow up on various servicing items, such as loan pricing actions, servicing actions, and monitoring ticklers.
2. Prepare correspondence for customers requesting follow up and/or additional information.

#### **Support Lending Staff in providing service to internal departments and external customers**

1. Support lending staff on customer service issues.
2. Provide clear, thorough and timely communication to other internal departments in order to ensure a suitable response to serve our customer needs while remaining in compliance with Association policies and procedures.
3. Assist other departments with research and analysis, providing statistical reports and verifying information as needed.





## **KNOWLEDGE, SKILLS, AND ABILITIES**

1. Working knowledge of Microsoft Excel, PowerPoint, Word, and Outlook.
2. Strong work ethics and commitment to take ownership of responsibilities, work independently, and seek guidance when appropriate.
3. Demonstrate the ability to perform accurately and timely within established deadlines; attention to detail is critical.
4. Effective written and verbal communication skills to interpret and/or discuss technical or sensitive information with internal and external customers.
5. Strong communication and interpersonal skills.
6. Exceptional problem solving, organizational and decision making skills. Ability to plan workload and prioritize business needs effectively.
7. Outstanding customer service skills to promote and support a service-oriented culture.

## **MINIMUM QUALIFICATIONS**

1. AA/AS degree in a business-related field, or 3 years of comparable office experience.
2. Financial services or banking experience a plus.
3. Notary preferred.

**To be considered for this position, please send a cover letter and resume by fax to (559) 276-4896 or email to [hrdepartment@fmfarmcredit.com](mailto:hrdepartment@fmfarmcredit.com). If you have any questions, please contact Christi Divine at (559) 277-7000.**

**DISTRIBUTION: External Posting**  
**FINAL FILING DATE: Open until filled.**

**DATE: January 9, 2019**

