

Prospect Bank Consumer Loan Officer Job Description

Job Title: Consumer Loan Officer
Reports To: Chief Retail Officer
Prepared By: Administrative Services

Region: 01 - Paris
FLSA Status: Exempt
Updated: 9/3/2026

Summary: A Consumer Lender should have strong customer relationship skills and be able to listen, ask thoughtful questions, and provide guidance on the selection of loan products that best meet applicants' needs. This individual must have a solid understanding of the consumer loan programs offered by the bank, including their requirements, terms, and restrictions. The Consumer Lender will communicate with applicants throughout the application, underwriting, closing, and post-closing process. Lender should also have knowledge of deposit products and other banking services in order to identify opportunities to meet borrowers' broader financial needs. The Consumer Lender must understand basic underwriting concepts, including debt-to-income and loan-to-value ratios, and how these impact a borrower's ability to repay. The role requires knowledge of required documentation and the ability to work closely with borrowers to collect all information needed to process the loan efficiently. This position is responsible for ensuring adherence to federal and state regulations and for contributing to the long-term growth and quality of the consumer loan portfolio.

Essential Duties and Responsibilities:

- Responsible for creating and maintaining consumer lending relationships.
- Interview applicants to assess borrowing needs and recommend appropriate consumer loan products.
- Collect and analyze financial and credit information to support loan approval or denial decisions.
- Maintain a strong focus on credit quality and ensure lending decisions align with the bank's policies and standards.
- Communicate with applicants throughout the loan process, including application, underwriting, approval, closing, and servicing.
- Gather and review required documentation to ensure complete and accurate loan files.
- Monitor and assist in the resolution of past due consumer loans, loan exceptions, and delinquent accounts as needed.
- Make recommendations regarding problem loans, including workout options, charge-offs, and collection efforts when appropriate.
- Ensure compliance with all applicable bank policies and consumer lending regulations.
- Promote and cross-sell deposit products and other bank services when appropriate to meet customer needs.
- Adhere to customer confidentiality and information security programs related to the lending function.
- Assist with training, continuing education, and professional development related to consumer lending services.
- Assist in the preparation of monthly consumer loan portfolio reports for management or the Board.
- Fulfill other duties, special projects, or processes as assigned by management.
- Job duties are subject to change as organizational needs and job requirements evolve.

Supervisory Responsibilities: N/A

Qualifications: Bachelor's degree from a four-year college or university preferred; or at least three to five years of related lending experience and/or training; or an equivalent combination of education and experience.

Strong critical thinking, problem-solving, communication, and customer service skills are required. Knowledge of consumer lending, underwriting, credit analysis, and applicable lending regulations is required. Familiarity with deposit products and retail banking services is preferred. Experience with consumer, mortgage, or retail banking lending is beneficial