



POSITION OPENING

Position: Credit Support Specialist
Reports to: Credit Support Supervisor

Location: Fresno, CA

Areas of Responsibility

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, maintaining files, and supporting customer service efforts. This position 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. Maintain electronic files.
4. 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 compliance.
2. Prepare correspondence for customers requesting follow up and/or additional information.

Support lending staff in providing service to internal 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 & Abilities

- ❖ Outstanding customer service skills to promote and support a service-oriented culture.
- ❖ Working knowledge of Microsoft Excel, PowerPoint, Word, and Outlook.



- ❖ Strong work ethics and commitment to take ownership of responsibilities, work independently, and seek guidance when appropriate.
- ❖ Effective written and verbal communication skills to interpret and/or discuss technical or sensitive information with internal and external customers.
- ❖ Ability to plan workload and prioritize business needs effectively.
- ❖ Demonstrate the ability to perform accurately and timely within established deadlines; attention to detail is critical.
- ❖ Strong communication and interpersonal skills.
- ❖ Exceptional problem solving, organizational and decision-making skills.

Desired Qualifications

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

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.

Submit cover letter and resume by email to 676HRDept@fmfarmcredit.com. For questions, contact Christi Divine at (559) 277-7000.

Visit www.fmfarmcredit.com for more information about the California Consumer Privacy Act.

