

Lending Service Representative

"Initially I don't meet directly with the members; however, I do develop a close relationship with them. I need to ensure my work is done correctly and in a timely fashion so we can satisfy the members' needs."

What is a Lending Service Representative?

The Lending Service Representative (LSR) plays an important role in the Lending department. Like the MSR, this employee is often the first point of contact for members inquiring about a loan.

LSRs perform a variety of reception, administrative and secretarial functions associated with the creation and maintenance of consumer, commercial and/or agricultural member loan files. The LSR administers and processes loan documentation, identifies and prepares related documentation and inputs information into our integrated banking system. It is also the LSRs responsibility to provide customer service in regard to loan inquiries.

How can I become a Lending Service Representative?

When looking to hire an LSR, we specifically seek employees who are highly motivated with strong interpersonal, organizational and communication skills. Graduates of Business Administration or Management with courses in legal terminology and business law are looked upon favourably and experience gained externally in a legal office is considered an asset. LSRs must have strong skills in Microsoft Word, Excel and Outlook as these programs are used on a daily basis in this position.