

## **Student Loan Officer - Job Standards**

Job Standards include: (Note: this is a representative list only - complete list provided with purchase)

### KNOWLEDGE OF WORK:

- Has a thorough and working knowledge of the Student Loan Program
- Has a complete and thorough understanding of the organization philosophy
- Knows, understands, and can apply procedures for lending (including debt ratio calculations and credit bureau interpretation)
- Is an effective lender. Knows how to obtain information and fully complete the credit request data
- Views all guidelines on loan officers limits and conditions as set by directors

### QUALITY OF WORK:

- Approves loans to a maximum of \$\_\_\_\_\_
- Provides lending decisions within 60 minutes of application, 95% of the time
- Averages no more than 1 error monthly
- Has no more than 1 customer complaint in 6 month period
- Ensures all required documentation is obtained for every loan and noted in file folder
- Sends completed student loan applications to appropriate recipient daily
- Correctly completes and submits all Student Loan reports to appropriate authorities within the required filing time limit

### QUANTITY OF WORK:

- Processes an average of 20 loans per week
- Completes student loan Form 799 within 30 days of receipt
- Processes deferments, forbearances, military repayments within 24 hours
- Processes applications and submits within a 24 hour period
- Maintains a complete, up-to-date log of all loans in process

### PROBLEM ANALYSIS:

- Approaches problems as challenges and opportunities and looks for ways to resolve them, promptly
- Makes suggestions for improvements in procedures, policy, and work methods
- Considers pros and cons of possible solutions and offers options to those facing the problem