Thank you for your interest in Keesler Federal Credit Union. If you would like to be considered for available positions, please apply online at www.kfcu.org. Resumes are not required, but are welcome when submitted with an Application for Employment.

All Employment Applications are kept on file for 30 days. Human Resources screens applications as necessary and may contact you for an interview anytime during the 30 days. A new Employment Application must be completed if you wish to remain on file after 30 days. Phone-in renewals are not accepted.

Keesler Federal Credit Union is an Equal Opportunity Employer.

For more information regarding the attached positions, please view on the web at www.kfcu.org.
January 22, 2018

CURRENTLY ACCEPTING APPLICATIONS FOR:

- Systems Engineer I
- Mortgage Sales Manager
- Branch Manager II
- PT MCS I
**Systems Engineer I**

If you are looking for an exciting career with a Credit Union that is on the cutting edge of technology, this position might be for you.

The Systems Engineer I position will give you opportunity to grow as an Information Technology team member. Assisting with the research, selection, development, and integration of new technologies to meet the goals and support the strategic initiatives of the organization will be on the top of your TO DO list.

**ESSENTIAL FUNCTIONS**

Assists with design, implementation, and administration of:

- Symitar financial system.
- Windows
- AIX
- Linux
- SAN (Storage Area Network) systems
- Active Directory, SQL, Exchange, Lync, SharePoint, SCCM, VMware, and Citrix.
- ACL’s, anti-virus, anti-spam, host-based firewalls, internet content filtering, data loss prevention, patch management and various other security elements.

**Education:**
Equivalent to a college degree and a professional certificate or a graduate degree required.

**Experience and Other Requirements:**

- One to three years of directly related experience.
- MCSE certification or equivalent required.
- Superior analytic and problem-solving skills required.
- Must possess excellent communication, documentation, and interpersonal skills.
- Must be capable of working well with others and independently.
- Must be able to perform all job functions with minimal supervision in a timely fashion.
- Must be able to evaluate service requests and projects and prioritize as necessary.
- Accuracy, attention to detail, and confidentiality required.
- Requires after-hours, weekends and on-call work as needed.
- Some travel is required.
Mortgage Sales Manager

SUMMARY
The Mortgage Sales Manager manages all aspects of real estate lending originations for the credit union. Essential responsibilities of a Mortgage Sales Manager are developing loan programs, monitoring team performance, providing Member service, implementing sales strategies, training staff, and insuring origination documentation is completed to conform to Credit Union Policy / Procedures and Federal and State Guidelines. Essential abilities for the Mortgage Sales Manager are mortgage lending expertise, computer literacy, leadership, teamwork, analytical thinking, strong communication skills, and strategic planning.

SUPERVISORY RESPONSIBILITIES
Directly supervises the Mortgage Loan Origination staff, including but not limited to interviewing, selecting, hiring; scheduling and training employees; assigning and directing work; evaluating performance; coaching, counseling, rewarding and disciplining employees; and recommending employees for promotion, transfer and termination.

ESSENTIAL FUNCTIONS
• Directs and manages Mortgage Loan Officers (MLOs) and Mortgage Loan Officer Assistants (MLOAs) to achieve loan production goals.
• Conducts real estate sales meetings and training sessions.
• Develops MLOs and MLOAs. Handles Members inquiries or problems and takes necessary action to resolve.
• Prepares, reviews, analyzes and interprets pertinent reports, and identifies implications for service and product use.
• Reviews performance of employees under their direction per established performance and production goals.
• Recruit and train MLOs and MLOAs to meet expectations for loan volume and team performance.
• Interviews all new Mortgage Loan Officers (MLOs) and Mortgage Loan Officer Assistants (MLOAs) for hire and oversees training of direct reports.

Other Duties and Responsibilities:
• Handles any member or administration problems as they arise, in accordance with KFCU’s guidelines
• Assists the department employees and other departments within the credit union with any issues relating to mortgage lending origination.
• Assists the department with any loan promotions or additional duties as determined by Lending management.
• Performs other duties that are deemed necessary for the department to meet its goals.
• Assists in establishing strategic direction/goals for department.
• Initiates alliances and collaborates with credit union partners to fully integrate mortgage products into established Member base.

Education:
Bachelor’s Degree in Business Administration, Finance, or related field or equivalent combination of education and experience.

Experience and Other Requirements:
• Minimum of 6-8 years successful mortgage management experience supervising originations and/or operations.
• Prefer three 3 years of experience as a successful loan originator and/or mortgage sales manager.
• Must possess a thorough understanding of FHA, VA, conforming and non-conforming mortgage loans, as well as mortgage lending and computer operations as they relate to KFCU mortgage lending.
• Must possess the working knowledge to sell loans on secondary markets.
• Must possess the ability to research and develop new products.
**Branch Manager II**
Under general supervision, but following established policies and procedures, is responsible for the efficient and effective management of the operation of a Level 2 branch (8 - 14 team members). May function as a Receptionist, Teller, Loan Officer, or Financial Counselor as needed or directed by the Assistant Vice President of Branch Operations. The key role of the Branch Manager is to provide coaching to the Assistant Branch Manager, Head Teller, and Loan Officers, including interviewing, scheduling, selecting, training, promoting, counseling, disciplining, transferring or terminating employees. The Branch Manager makes daily decisions as to work methods, work flow, member service, and implements decision through their direct reports. They must resolve member complaints within the scope and authority of the position. Approves or rejects unusual transactions within established authority limits. Attends Community Functions and is responsible for building SEG relationships within the community.

**Minimum requirements:** (1) A two year college degree or (2) Completion of a specialized course of study at a business or trade school or (3) Completion of a specialized and extensive in-house training or apprenticeship program. Three to five years financial institution experience required with some supervisory responsibility or a combination of training and experience, which demonstrates the ability to perform the functions of the position. On-going ability to keep abreast of changing policies and procedures. Satisfactory completion of any required management/ supervisory training. An outgoing personality with a helpful attitude and well-developed sales culture attitude. Ability to influence or motivate employees to instill a member service/sales attitude. Accuracy and attention to detail. Excellent interpersonal skills with members, co-workers and others required. Confidentiality and diplomacy required.

**Member Contact Specialist I**
Participates as a team member in a high volume inbound/outbound call center providing a variety of services as a result of member inquiries/requests; provides exceptional member service while processing financial transactions and answering member account and service inquiries over the telephone, in person and/or through the email, message board and/or email in a timely, accurate, professional and courteous manner.

**Minimum requirements:** One year to three years similar or related experience, excellent oral and written communication skills, good typing/keyboarding skills, accuracy and attention to detail, ability to multitask in a fast-paced environment while prioritizing and organizing workload, and possess a pleasant, distinct voice that reflects an enthusiastic, helpful attitude. High School diploma or equivalent.

The Member Contact Center hours of operation are Monday through Friday 7:00 am – 7:00 pm and Saturday 8:00 am – 1:00 pm. Interested applicants will need to be flexible with their schedule.

(Part time positions require full time hours for training purposes.)

**MORE JOB DESCRIPTION DETAILS CAN BE FOUND AT www.kfcu.org/about-us/current-openings**

Keesler Federal Credit Union is an EOE M / F/ Disabled / Veteran
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