



## **POSITION DESCRIPTION**

**JOB TITLE:** Loan Quality Assurance Specialist

**SUPERVISED BY:** Kashia Services Board

**HOURS:** Monday-Friday 8-5 and 9-6 pm

**SALARY:** \$12-\$15 per hour

### **POSITION SUMMARY:**

Kashia Services is seeking two Loan Quality Assurance Specialists to manage its Inbox Loan enterprise. Inbox Loan is a Tribal enterprise, wholly owned and operated by the Kashia Band of Pomo Indians of the Stewarts Point Rancheria. The Loan Quality Assurance Specialist will be responsible for the review of online loan packages for completeness and compliance with Kashia Services lending guidelines.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

- Document internal audits and other quality assurance activities
- Investigate customer complaints and non-conformance issues
- Collect and compile statistical quality data
- Develop, recommend and monitor corrective and preventive actions
- Prepare reports to communicate outcomes of quality activities
- Identify training needs and organize training interventions to meet quality standards
- Coordinate and support on-site audits conducted by external providers
- Evaluate audit findings and implement appropriate corrective actions
- Monitor risk management activities
- Interpret and implement quality assurance standards

### **QUALIFICATIONS:**

- Familiar with desktop computers
- Familiar with MS Excel
- Be able to follow precise quality control procedures
- Have an attention for detail and observation
- Must be able to communicate clearly and precisely
- Pleasant and Professional manner
- Ability to work with deadlines and multi-task
- Must be able to work independently
- Must have excellent oral and written skills



### **COMPETENCIES:**

- **Analytical** – Synthesizes complex or diverse information; Uses intuition and experience; Follows work flows and procedures.
- **Problem Solving**- Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.
- **Oral Communication** – Able to speak clearly and persuasively to all staff; listens and gets clarification; Responds well to questions; Participates in meetings.
- **Written Communication** – Able to write clearly and informatively so that all staff can understand; Edits work for spelling and grammar; Presents numerical data effectively; Able to read and interpret written information.
- **Teamwork** - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit.
- **Quality Management** - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.
- **Diversity** - Shows respect and sensitivity for cultural differences promotes a harassment-free environment; Builds a diverse workforce.
- **Ethics** - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.
- **Judgment**-- Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions.
- **Professionalism**- Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions.
- **Organizational Support** - Follows policies and procedures; Completes administrative tasks correctly and on time.
- **Quality** - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.
- **Quantity** - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.
- **Safety and Security** - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions;

### **PHYSICAL REQUIREMENTS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this Job, the employee is regularly required to sit or walk. The employee is occasionally required to stand. The employee must occasionally lift and/or move up to 25 pounds safely. The employee will be required to work in an office environment.

Reasonable accommodations will be given to qualified disabled applicants pursuant to Section 501 of the Rehabilitation Act of 1973, 29 U.S. Code 791, Title 29, and the Americans with Disabilities Act (ADA).

