



*1<sup>st</sup> Nor Cal*<sup>®</sup>  
CREDIT UNION

## **JOB TITLE: DMV/INSURANCE/LOAN SERVICING CLERK I**

### **General Summary:**

The DMV/Insurance/Loan Servicing Clerk is responsible for obtaining perfected titles and liens, securing the collateral, processing daily collateral insurance batch work, and assisting Credit Union members with any loan servicing questions and/or requests.

### **Basic Duties & Responsibilities for all Clerk Levels:**

- Demonstrates professionalism, reliability, adherence to Credit Union policy and procedures, and urgency in delivering great member service.
- Demonstrate solid organizational and multitasking skills.
- Actively supports core values, mission, and vision statements, and demonstrates a commitment organizational success.
- Maintains a thorough knowledge of Credit Union consumer lending products, services, and regulations.
- Ability to effectively present oral and written communications.
- Provide efficient and responsive service to members by maintaining an acceptable level of productivity.
- Responds to member/applicants through various communication channels and provides professional, responsive service.
- Resolves member requests for loan servicing, ACH originations, payment disputes, etc.
- Adheres to all Federal and State laws and regulations applicable to the Credit Union, including the Bank Secrecy Act and OFAC.

### **DMV/Insurance/Loan Servicing Clerk I - Duties & Responsibilities:**

- Reviews and submits title work for refinances, private party sales and lease buy-outs to the Department of Motor Vehicles. Responsible for verifying the thoroughness and accuracy of the documentation and fees before submitting to the DMV. Ensure the credit union does not incur unnecessary penalties. When applicable, responsible for direct interaction with the DMV. Makes appointments, travels to the local DMV office to resolve issues and document resolutions.
- Responsible for researching, correcting, and clearing all outstanding items in an accurate and timely manner. Accountable for all outstanding vehicle titles. Ensure that the number of outstanding titles is within set guidelines. Ensures the credit union is not in a loss position and the credit union is listed as the lien holder.
- Responsible for the appropriate release of titles to members, dealers, other institutions, and insurance companies, given the receipt of required documentation.
- Reconciles and balances DMV bundles and issue member refunds.
- Supports other Credit Union departments with payoff processing on vehicle.
- Processes the weekly batches for member collateral insurance.
- Reviews and follows up on all requests for title conversions.
- Perform other related job duties as assigned.

**Other Skills:** Experienced in MS Word, Excel, Outlook, and the Internet. Symitar, DealerTrack Collateral Management, and DMV CVR system.

**Education:** High school diploma or equivalent (preferred)

### **Position:**

- Full-time/Non-exempt
- Salary Range: \$40,205 - \$52,030

*This Job Description is not a complete statement of all duties and responsibilities comprising this position. Job descriptions are not intended and do not create employment contracts. The organization maintains its status as an at-will employer. Employees can be terminated for any reason not prohibited by law.*

*1st Nor Cal is committed to creating and maintaining a workplace in which all employees have an opportunity to participate and contribute to the success of the business and are valued for their skills, experience, and perspectives. We are an equal opportunity employer and do not discriminate on the basis of race/color, national origin/ethnicity, religion, age, disability or any other status protected under federal, state, or local laws. Equal employment opportunity applies to all areas of employment.*

**How to Apply:**

- Online application at [www.1stnocalcu.org/employment](http://www.1stnocalcu.org/employment)
- OR email stating why you are interested in the position and attach your resume and application to [jobs@1stnocalcu.org](mailto:jobs@1stnocalcu.org)
- OR drop off at: Martinez Main Branch  
1111 Pine Street  
Martinez, CA 94553

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