Job title: Consumer Loan Center Intern
FLSA status: Non-Exempt
Pay rate: $11.50/hour
Department/Group: Consumer Loan Center/Loan Servicing/Underwriting
Reports to: Judy Hicks & Nick McShane
Revision date: March 2018

About Baker Boyer:
Baker Boyer is the oldest independently owned community bank in the Pacific Northwest. It serves the Walla Walla, Kennewick and Yakima communities with seven branches, providing wealth management as well as personal and business banking services.

About this role:
Interested in a career in lending? This internship is a great opportunity for the intern to gain practical, hands on experience and knowledge in the lending field, as well as provide administrative, organization and project support to the Baker Boyer Consumer Loan Center and our Consumer Underwriting team.

Baker Boyer seeks a positive individual to serve as the first point of contact in greeting Consumer Loan Center clients. In addition, this person will assist loan associates with daily responsibilities for the maintenance and upkeep of client loan files. This person will also work with our Consumer Underwriting team, gaining knowledge and experience in the review of credit applications and reviewing residential appraisals.

Role and Responsibilities:

- Partners with Consumer Loan Advisors and Associates as the first point of contact for Consumer Loan Center clients.
- Acts as a receptionist by greeting clients, determining their needs and referring them to the proper person or department.
- Assist with daily responsibilities such as setting up loan files, scanning loan documents, copying client tax returns, reviewing files for all necessary documentation, and many other duties related to consumer lending functions.
- Assist our consumer underwriting team with the review of credit files and residential appraisals. Making recommendations regarding approval or decline of the loan request and reviewing residential appraisals for accuracy and consistency.
- Consistently delivers exceptional customer care and service by handling financial requests from clients in a timely, thorough and accurate manner.
• Works in an efficient manner to consistently deliver excellent customer service, prioritize multiple job tasks and meet deadlines.
• Maintains the security and confidentiality of Bank and client information.
• Performs additional duties as requested.

**Education and Experience Requirements:**

Must be a current student at a community college or college/university majoring in business or other applicable area of study. One or more years of work experience in a business or office environment preferred.

**Skills and Qualifications:**

• Demonstrated strong communication skills, including listening, verbal and written communication skills. Ability to read, write, speak and understand English.
• Able to follow directions and multi-task.
• Demonstrated excellent time management and organizational skills.
• Team player- willing to help and do what is needed and/or best for the organization, clients or team.
• Must demonstrate a high level of confidentiality and job ethics crucial to the banking environment.
• Ability to portray a highly professional image at all times by observing bank dress guidelines and exemplifying self-confidence and poise.
• Strong knowledge and ability to use and/or learn Microsoft Office Suite (Word, Excel, Outlook) with proficiency and accuracy.

**Physical Demands/Conditions Requirements:**

The job tasks and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made as appropriate to enable individuals with qualified disabilities to perform the essential functions.

General office environment, bending, sitting and/or standing on feet in dress shoes for extended periods of time, extended use of computers, office and item processing equipment, hand eye coordination, manual dexterity, proficient at 10 key, lifting boxes of coins up to 40lbs. Ability to display positive attitude and genuine listening skills with clients.

**How to Apply:**

• Visit [bakerboyer.com/careers](http://www.bakerboyer.com/careers) and complete the online application.
• Provide your resume and cover letter with your application. Your cover letter should include the following:
  o Which internship(s) you are interested in
  o If you A summary of your skills and educational pursuits
  o How your skills would benefit Baker Boyer Bank
What you are interested in learning through an internship. For example: Are there specific skills you would like to hone? Do you have a specific project in mind?

Please email HR@bakerboyer.com should you have any questions about the internships or process.

Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to this job at any time. Baker Boyer believes that each employee makes a significant contribution to our success. That contribution should not be limited by the assigned responsibilities. This position description is designed to outline primary duties, qualifications and job scope, but not limit our employees nor the organization to adjust the work identified. It is our expectation that each employee will offer his/her services wherever and whenever necessary to ensure the success of the company.

**Baker Boyer is an equal opportunity employer.** All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, sexual orientation, gender identity, national origin, citizenship, disability or protected veteran status.