

# A Day in the Life of a Credit Support Officer

REBECCA: Hi my name's Rebecca and welcome to a day in the life as a Loans Processor at BankWest.

I usually start my day at 8am - most people within my department start their day between 7 and 9am, some a little bit earlier. The bank offers a fair deal of flexibility to when you need to start. I will then go and check my emails, then I'll make a cut of tea and say hello to everybody, and then back to my desk to start the day's work.

Our work is allocated to us each day by our Team Leaders. Today I'm working on the new deals queue which is the brand new loans that come into the bank each day. I'd normally work on new deals for about 4 hours a day and during that time I'll get through seven new deals. It can be quite hard to get 7 done so we have to make sure we are working quickly, but also we have to make sure we are working accurately.

Each morning, usually between 10 and 10.30am we have a team huddle which is a good chance for the team to get together to discuss what's been going on. We discuss stats from the previous day and we also talk about social things and what we've been up to. The huddle is usually run by our Team Leader or our Training Partner, but input from everyone is welcome. On Fridays we'll have a team member run the huddle.

After the huddle I'll go back to working on my new deals. There's quite a few things to check in the new deals. We will go through the applicant's income. We sometimes have to call their employer to verify their employment. We'll check through their identification documents. Sometimes we'll also need to phone the Broker to follow up on missing information.

I usually go to lunch at 1pm and I take a half an hour lunch break. I like to head outside for some fresh air during lunch. Lunch is a good time for me to catch up with my team mates and find out what's been going on with them.

After lunch, I'll start work in our re-work queue. I usually spend about 2 hours a day doing re-work deals. This is where the deals go if we have incorrect details or perhaps a customer might change their mind. We go back and fix up these deals, it's important to get all these details correct so that we can finalise the deal for the customer.

I usually spend my afternoon doing data entry which I do for about 2 hours, and this is basically when we receive an application from a Mortgage Broker and it's our job just to enter those details into the computer.

Our team is given a set amount of work that we have to get through each day. We have to make sure that we're being efficient but also need to make sure that we're being accurate so that we can get through everything that needs to be done in the day.

My day usually ends at about 4.30 or 5 o'clock but that depends on what time you started in the morning. Before I head home I check that everything's been done for the day then I log off and then it's time to go home.

For me I find it rewarding working for BankWest because I love the team that I work with and my role offers me a lot of flexibility. We get a lot of incentives to work for and it's nice to feel my hard work is valued by the company.