

LOAN OPERATIONS SPECIALIST

Job Description



DEPARTMENT: Operations

REPORTS TO: AVP, Loan Operations Manager

POSITION SUMMARY

Performs all duties pertaining to Commercial, Mortgage, and Installment Loan Operations. Adheres to all regulatory compliance. Acts as a resource in responding to inquiries and resolving problems for Loan Officers. Proactively identifies issues or needed changes, recommends resolution, and participates in quality improvement efforts. Provides prompt, courteous and excellent service to internal and external customers at all times. Required to actively cooperate and interact with other departments to advance the overall interests of the bank. Maintains educational and professional expertise through attendance at job related seminars, trainings, conferences and workshops. Assists other operational support areas in the completion of their duties in times of unusual activity or as directed by management. Contributes to the effort of the Bank by performing other duties as assigned.

ESSENTIAL DUTIES & RESPONSIBILITIES

Loan Operations:

- Performs loan tasks, including but not limited to: loan boarding, loan payoffs, loan denials, loan modifications, subordinations, tickler updates, and collateral vault maintenance.
- Boards loans and completes quality control to core system.
- Services loan payments with participation banks.
- Completes escrow analysis, distributions, and related support.
- Resolves any loan exceptions or corrections.
- Researches payment issues and discrepancies.
- Researches and processes un-posted items.
- Maintains standard operations procedural documentation.
- Assists with database corrections and changes as needed.
- Answers any customer calls and maintains high level of customer service.
- Performs quality control.
- Processes Indirect Loans.
- Scans, files, and refiles documents in file room and imaging system.
- Assists with yearend processing procedures and answers 1099 or 1098 reporting questions.
- Supports department conversion initiatives and new product launches.
- Assists with maintenance and updates on all Fiserv modules.
- Assists in upgrading systems and/or applications.
- Completes and analyzes weekly and monthly reporting
- Conducts report writing as needed or assigned.
- Completes wire processing.
- Performs Online Banking, Card Services, and Deposit Operations functions as needed.

OTHER FUNCTIONS

- Escalates questionable transactions and recurring issues to management in a clear and timely manner.
- Continual communication with Loan Operations Manager regarding issues, progress, and ideas for improvements.
- Maintains compliance with all banking laws, acts, regulations and bank policies and procedures.
- Any other duties and/or projects as assigned by management.

REQUIREMENTS & QUALIFICATIONS

- Education/Specialized License(s): Associates Degree in Accounting or equivalent banking experience.
- Experience: 1-3 years loan operations and banking experience.
- Specific Skills: Detail oriented; strong organizational, analytical, and critical thinking skills with the ability to manage and prioritize multiple responsibilities, deadlines and changing priorities. Demonstrates ability to learn and use new software and programs. Proficient computer skills including Microsoft Word and Microsoft Excel; above average communication skills.
- Supervisory Responsibility: None.
- Working Conditions: Monday-Friday 8:00am to 5:00pm including some Saturday's with additional hours required as necessary or assigned.

Employee Name (Print):

Employee Signature:

Date: