

Job Title: Loan Operations Specialist

Supervision Received: COO

Supervision Exercised: None

Summary

The Loan Operations Specialist is to ensure the accurate booking of all loan files to the system, daily reconciliation of all loan applications; including but not limited to un-posted loans, participation payments in process, and other related accounts. Identify correcting entries. Ensure all applicable documentation is on file; exceptions are documented and promptly cleared. Manage insurance, escrows and other real estate owned. Responsible for charge-off file maintenance and apply payment proceeds.

Essential Duties & Responsibilities

To perform this job successfully, an individual must be able to perform each essential duty and responsibility satisfactorily.

1. Daily Duties

- Balancing of all loan accounts
- Book new and renewed loans into the core processing system
- Check new and renewed loans and file maintenance to ensure accuracy
- Input file maintenance loans (including non-accrual/non-add) into the core processing system
- Process paid out loans-including but not limited to the mailing of paid notes and releasing of collateral as applicable
- Manage all participation loan accounts and agreements in regard to facilitating the sale or buying of loans and the ongoing maintenance, structure and balancing of all accounts.
- Monitor and update insurance on all required loans-including but not limited to the expired and upcoming expirations, notification to customer or expiration and force placement of insurance
- Perform escrow distributions as well as the annual analysis
- Complete verification of mortgage requests
- Input required credit bureau changes to E-Oscar Reporting
- Review rate change/arm notices
- Process 1099 S for real estate sales
- Review mail for insurance docs, payments etc.
- Prepare adverse action notices for applications denied following the adverse action procedures to ensure compliance
- Scan loan documents into the system and notate missing documents and required expiration dates
- Check back scanned files

2. Weekly Duties

- Change Loan Rates in Core processing system
- Compile weekly exception reports of expired financial statements and missing loan documents

3. Monthly Duties

- Submissions of credit reporting files to Trans Union. Experian and Equifax
 - Provide monthly reporting to management as required, such as c/l and a/h report
 - Submissions of SBA required reporting
 - Review and verify tracking of loans in a flood zone
 - Update the expiring title lien and UCC report in the system. File continuations on any collateral filings that will be expiring with the next 45 days
 - Create excel spreadsheet of previous monthly Credit Bureau pulls and monitor the reason for the pull.
 - Pull reports from to verify all loans packets have been imaged
 - Remit monthly premium for mortgage insurance policies
4. Quarterly Duties
- Compiling of qualified loans to FHLB when applicable
 - Provide quarterly reporting to management as required, such as Supervisory LTV, TDR and Reg O reports

Qualifications

The requirements listed below are representative of the knowledge, skills, and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Knowledge of processing, underwriting and closing procedures.
- Knowledge of conventional, government, and portfolio guidelines.
- Thorough understanding of Peoples Bank policies and procedures, lending procedures and credit policies.
- Thorough understanding of computer loan system.
- Proven computer skills.
- Knowledge of federal lending regulations.
- Ability to analyze policies, procedures and guidelines in a way that maximizes productivity but protects the level of risk desired.
- Ability to establish productive business interpersonal relationships with others inside and outside the organization and to work with little direct supervision in carrying out the responsibilities assigned.
- Must have working knowledge of Microsoft Office products and Internet Explorer.
- Must have flexibility in working schedule; may be required to work weekends and/or extended hours. Reliable attendance is critical.
- Ability to operate standard business equipment: fax, copiers, printers, calculators, computers, etc.
- Ability to present professional image.
- Ability to handle sensitive documents or other confidential information.
- Ability to work well under pressure.
- Ability to perform multiple job functions and tasks with minimum supervision.
- Ability to communicate and work well with all levels of employees, officers, and directors.
- Must have attention to detail, and ability to meet deadlines and deal tactfully with customers (internal and external).

Physical Demands and Abilities

The physical demands and work environment characteristics described herein are representative of those that must be met by an employee to successfully perform the essential duties of this job. Reasonable accommodation will be made to enable individuals with disabilities to perform the essential functions.

- Ability to listen to and understand information and ideas presented through spoken words and sentences.

- Ability to communicate information and ideas in speaking and writing so others will understand.
- Ability to identify and understand the speech of another person.
- Ability to see details at close range (within a few feet of the observer).
- Ability to tell when something is wrong or is likely to go wrong. It does not involve solving the problem, only recognizing there is a problem.
- Ability to stand or sit for long periods.
- Ability to lift up to 10 pounds.
- Ability to look at a computer screen for long periods of time.
- Ability to operate standard business equipment such as fax, computer, printer, copier, etc.

Required Education and/or Experience

- High school diploma required; Associates Degree preferred.
- Minimum of two year experience in loan documentation preparation.
- Experience and overall understanding of commercial loan systems and various related host systems.

Other Requirements

- May be required to attend and participate in professional development activities outside the bank to stay abreast of new developments, best practices, and statutory and regulatory changes in Human Resources practice and law.
- Pursuant to the Drug Free Workplace Act of 1988, all employees must remain drug free and alcohol free when reporting to work, while at work and while engaged in any work related activities.
- Comply with all Bank Secrecy Act rules and regulations and any related laws and regulations.

Note: *This document and the statements contained within it are intended to describe the general nature and level of work being performed by the employee assigned to this position. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required of the employee.*

Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position.

Employee _____ Date _____