



## Loan Operations Manager

**DEPT:** Loan Processing

**REPORTS TO:** Chief Credit Officer

**CLASSIFICATION:** Exempt, Full-Time

### Position Summary:

Responsible for overall loan operations management and oversight of the consumer and commercial loans support staff. This includes loan administrative duties, document preparation, processing, servicing, and reporting functions, post-closing document review and imaging. Supervise loan document preparation to ensure all loans are being processed in a timely and proper manner. Supervise all aspects of loan servicing to include payment posting, loan booking and system review. Manage the post-closing function to ensure all Mortgages, Deeds of Trust, UCC's and Security documents are accurate, and the bank is secured. Oversee the imaging and vault retention of secured documents and legal instruments and ensure they are properly imaged for the review of lenders and audit personnel.

### Duties and Responsibilities:

1. Research and compile information for use in monitoring the operations of the loan administrative process, loan document preparation, loan processing and servicing, Post-Closing Review and Imaging areas. Function as a resource for training and information for loan operations.
2. Achieves staff results by communicating job expectations; planning, monitoring, and appraising job results; coaching, counseling, and disciplining employees; developing, coordinating, and enforcing systems, policies, procedures, and productivity standards.
3. Maintain and develop a sound foundation in the areas of commercial, consumer, and mortgage loan documentation. This includes keeping abreast of changing laws & regulations, industry trends, and product specific issues.
4. Manage Loan Processors in assisting Loan Officers with the loan administrative process in preparing loan files from time of application to closing.
5. Review necessary loan documentation for accuracy and perfection of collateral. Including appraisal and income analysis review.
6. Provides continuous communication to ensure consistent quality of work by loan processing and quality control. Ensure proper staffing is in place and prepared.
7. Ensure that the necessary management reporting tools are maintained to accurately measure and report timeliness and quality of service levels, production, and error statistics.
8. Supervise staffing to ensure optimal performance and production in meeting bank loan goals.



9. Act as liaison to the external/internal Auditor & Compliance Officer for audit and compliance issues.
10. Assist in the preparation of responses for examiners, auditors, or external/internal audit and make corrections as necessary.
11. Train new, and monitor experienced, personnel to ensure policies and procedures, as well as state and federal regulations, are being adhered to and followed.
12. Ensure accuracy and proper use of tracking reports for key information such as UCCs, insurance, account review, etc.
13. Review/audit management functions and procedures on a consistent basis making recommendations to improve quality and productivity.
14. Communicate with other bank staff and officers to promote efficient workflow and establish positive work relationships across the organization.
15. Manage the Quality Control Review process and procedures on loan documentation.
16. Administer certifications for FHLB/MPF.
17. Serve on the bank's Compliance Committee and adhere to all state and federal banking regulations, research new regulations, suggest changes to policies and procedures, and implement them as necessary. Stay current on compliance and regulations by attending seminars and reading available information.
18. Oversee HMDA data collection and reporting.
19. Perform other related work as required.

**Requirements:**

1. Seven (7) years of banking experience, five (5) of which are in segments of loan servicing.
2. Commercial loan exposure and real estate lending exposure.
3. Thorough knowledge of administrative, documentation, and loan servicing procedures.
4. Possess a working knowledge of bank loan policies.
5. Understand outside regulatory agencies and their impact on the loan processing department.
6. Excellent decision-making and analytical ability.
7. Self-motivated individual who is detail oriented and able to multi-task.

**Desired Knowledge, Skills, and Abilities:**

1. Bachelor degree in Business Administration, Accounting, Finance, or related field; or equivalent experience in a financial institution.
2. Two (2) years managerial experience.