



LOAN SERVICING SPECIALIST

TITLE: Loan Servicing Specialist	REPORTS TO: VP Operations
DEPARTMENT: Operations	FSLA: Non-Exempt
JOB SUMMARY:	
<p>This role is responsible for the timely and accurate maintenance and oversight of all commercial loan files and documentation. The Loan Servicing Specialist is integral in the loan life cycle; ensuring all documentation, record keeping, and reconciliation is current and accurate. This position must effectively and proactively communicate with internal and external customers in continued efforts to support compliance, tracking, and reporting.</p>	
<ul style="list-style-type: none"> ➤ Acts as primary resource for all servicing issues related to loans. Research and resolve issues related to posting errors and customer inquiries. Escalate to management for more complex issues where appropriate and maintain confidentiality. ➤ Process necessary adjustments to accounts resulting from return items and/or misapplied funds ➤ Review participation loans; perform reporting and remittance process for participant Banks in timely and accurate fashion, review remittance reports and payments received for accuracy, apply payments as appropriate. ➤ Process necessary adjustments to accounts resulting from return items and/or misapplied funds ➤ Ensure accurate and complete setup of all new loans. ➤ Scan and/or review all documents, agreements, and maintenance back up into Synergy. ➤ Prepare monthly SBA report(s) as needed, perform remittance process. ➤ Perform loan Note audits and process discharges. ➤ Track insurance policies on all loans to ensure adequate coverage. Communicate with insurance companies and customers to obtain new or renewed policy information and force place insurance as necessary. ➤ Process, review, and report on changes, payments, and delinquency data for all applicable loans ➤ Develop and maintain procedures as necessary. ➤ Work with VP Operations and staff as necessary for all program enhancements and annual releases. ➤ Provide support for customer problems, balancing problems and various other problems. ➤ Responsible for complying with internal procedures and operating in a manner to meet statutory and regulatory requirements. ➤ Performs other various duties as assigned. 	

The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all duties and responsibilities and skills required for the position. The Job duties may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.



QUALIFICATIONS:

Education and Experience:

- 3-5 years of relevant loan servicing experience

Required Skills:

- Strong analytical, technical and problem-solving skills
- Self-motivated with attention to detail and project oriented
- Excellent communications skills, speaks clearly and persuasively
- Sound judgement – willing to make accurate and timely decisions
- Plans and organizes time according to priorities and work plans for efficient use of time.

PHYSICAL DEMAND AND EQUIPMENT USED:

Must be able to sit, walk or stand for extended periods.

Must be able to travel to branch locations.

Must be able to travel for business related matters.

General Office environment

General Office equipment

LAST UPDATED: September 2020

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