Job Description

**Job Title:** Loan Operations Manager  
**Department:** Shared Services  
**Reports To:** Chief Financial Officer  
**FLSA Status:** Exempt  
**Prepared Date:** September 10, 2009  
**Approved By:** Human Resources Officer, CFO, Executive Committee  
**Approved Date:** September 10, 2009

**Summary**
Responsible for overall loan operations management and oversight of the mortgage, consumer and commercial loans support staff. This includes document preparation, processing, and servicing, accounting and reporting functions, and customer service. Leads, trains, and supervises the loan technicians; designs and administers systems and procedures to ensure accurate and timely processing. Communicates with bank department managers to promote efficient and correct work flow.

**Essential Duties and Responsibilities** includes the following. Other duties may be assigned.

Work closely with loan production officers and bank department managers to promote communication, and to ensure quality service delivery throughout the bank, as well as with external customers. Chair periodic loan operations meetings to discuss improvements and resolve issues.

Develop and maintain work flows for all stages of document preparation, closing, file documentation, and collateral management. Ensure optimum staff levels for each stage.

Direct loan input (system boarding) and verification procedures for all loans. Ensure proper segregation of duties.

Oversee loan file structure and documentation processing procedures.

Maintain and demonstrate proficiency with loan software applications (Vision, Suntell, Arta, etc.). Work with system providers to utilize applications to fullest capacity, streamlining processes and procedures, ensuring accuracy and compliance. Analyze, prepare, and train for periodic updates to system software, and verify that enhancements are working correctly. Assist with system parameters and design to meet the needs of multiple departments. Manage user security access.

Supervise loan document preparation to ensure all loans are being processed in a timely and proper manner. Verify that all loans are processed in accordance with established regulations, bank policies, and secondary market processing guidelines.

Organize and direct the daily activity in loan servicing, including:
- The document preparation, file content, and loan approval reviews, prior to closing. (The lender gives the final approval of documents.)
- Modifications and renewals
- Boarding and verification functions
- Funding and payment processing
- Supervision of the post closing audit checks
- Processing of loan participations, remittance and reporting
- Processing of secondary market loans
- Manage disbursement applications and controls for construction and development loans
- Escrow processing, payments, and annual review – residential and commercial
- System exception review
- Rate changes and accrual adjustments
- Balancing of accounts used in loan servicing and closing
- General ledger posting and balancing
- FHLB and FRB collateral tracking
- Lending limit review
- Compliance-related activity, i.e. Flood, HMDA, CIP, RESPA, TIL
- FAS 91 fee accounting, Credit life and disability insurance
- Loan expense receivables
- Report preparation for both internal and external partners
- SBA, FHA, IFA and similar loan guarantee programs
- UCC filings, searches, renewals, and related collateral maintenance items
- Document preparation for collection efforts as directed, i.e. Right to Cure Notices
- Payoff and collateral release
- Management of technical exception data, provide resolution assistance as needed
- Resolution of customer service issues in a timely and accurate manner
- Management of vendor relationships, i.e. Credit Bureau, Arta
- Appraisal work in connection with HVCC
- Record retention

Supervise the processing of loans in non-accrual, charge-off, or OREO status. Prepare related reports and administer systems to account for special assets.

Supervise all aspects of servicing for all loans (portfolio and sold). This supervision includes posting of payments, the payment of hazard, mortgage, and flood insurance for all escrow accounts, the payment of taxes for all escrow accounts, the tracking system for insurance and taxes, the escrow analysis, the collection of information and reporting to FHA, Title I, HUD, HMDA, and other similar agencies.

Assist with responses to loan reviews and supervise maintenance of the tracking required by the loan reviews. Assist in the preparation responses for examiners, auditors, or internal audit and make corrections as necessary.

Serve as a contact person for officers for daily updates, procedure changes, projects, and any administrative assistance needed. Liaison between the banks and loan operations with updates and procedural changes. Stay current on compliance regulations by attending seminars and reading available information.

Act as liaison to the Internal Auditor & Compliance Officer for audit and compliance issues.

Train personnel to ensure bank policies and procedures are being followed. Ensure instructions, procedural manuals, and samples are provided to loan technicians and loan officers in the case of changes with documentation.

Receive and research new regulations, policies and procedures and implement them.

Participate in various committees as appointed, e.g. Compliance Committee, Business Continuity Plan Team. (Specific committee membership to be determined.)

Perform other related work as required.

Adheres to all State and Federal Banking Regulations

**Supervisory Responsibilities**

Directly supervises loan technicians. Assists with the overall direction, coordination, and evaluation of this unit. Assists with carrying out supervisory responsibilities in accordance with the organization's policies and applicable laws. Assists with interviewing, hiring (as directed by the CFO and HR), and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.

**Competencies**

To perform the job successfully, an individual should demonstrate the following competencies:

- Analytical - Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

- Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in group problem solving situations; Uses reason even when dealing with emotional topics.

- Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

- Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities;
Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Visionary Leadership - Displays passion and optimism; Inspires respect and trust; mobilizes others to fulfill the vision; Provides vision and inspiration to peers and subordinates.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Leadership - Exhibits confidence in self and others; Inspires and motivates others to perform well; effectively influences actions and opinions of others; Accepts feedback from others; Gives appropriate recognition to others.

Managing People(Assist) - Includes staff in planning, decision-making, facilitating and process improvement; Takes responsibility for subordinates' activities; Makes self available to staff; Provides regular performance feedback; Develops subordinates' skills and encourages growth; Solicits and applies customer feedback (internal and external); Fosters quality focus in others; Improves processes, products and services.; Continually works to improve supervisory skills.

Quality Management - Looks for ways to improve and promote quality; Demonstrates accuracy and thoroughness.

Business Acumen - Understands business implications of decisions; Displays orientation to profitability; Demonstrates knowledge of market and competition; Aligns work with strategic goals.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; educates others on the value of diversity; promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.
Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Quality - Demonstrates accuracy and thoroughness; Looks for ways to improve and promote quality; Applies feedback to improve performance; Monitors own work to ensure quality.

Quantity - Meets productivity standards; Completes work in timely manner; Strives to increase productivity; Works quickly.

Safety and Security - Observes safety and security procedures; Determines appropriate action beyond guidelines; Reports potentially unsafe conditions; Uses equipment and materials properly.

Adaptability - Adapts to changes in the work environment; Manages competing demands; Changes approach or method to best fit the situation; Able to deal with frequent change, delays, or unexpected events.

Attendance/Punctuality - Is consistently at work and on time; Ensures work responsibilities are covered when absent; Arrives at meetings and appointments on time.

Dependability - Follows instructions, responds to management direction; Takes responsibility for own actions; Keeps commitments; Commits to long hours of work when necessary to reach goals. Completes tasks on time or notifies appropriate person with an alternate plan.

Initiative - Volunteers readily; Undertakes self-development activities; Seeks increased responsibilities; Takes independent actions and calculated risks; Looks for and takes advantage of opportunities; Asks for and offers help when needed.

Innovation - Displays original thinking and creativity; Meets challenges with resourcefulness; Generates suggestions for improving work; Develops innovative approaches and ideas; Presents ideas and information in a manner that gets others' attention.

Qualifications To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience Bachelor's degree (B. S.) from four-year college or university in business or related field or equivalent combination of education and experience in loan operations. Minimum of five years banking experience in the
loan department to ensure thorough knowledge of loan operations in production, servicing, and accounting. 
Desire previous loan operations management experience.

**Language Skills**
Ability to read, analyzes, and interprets general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

**Mathematical Skills**
Ability to calculate figures and amounts such as discounts, interest, commissions and percentages. Ability to analyze personal and complex commercial financial and income information.

**Reasoning Ability**
Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

**Computer Skills**
To perform this job successfully, an individual should have a strong knowledge of PC skills including Microsoft Word, Excel, and commercial loan spread software. Prefer knowledge of Suntell systems.

**Certificates, Licenses, Registrations**

**Other Skills and Abilities**

**Other Qualifications**
Must be able to travel in a 50 mile radius using own transportation.

**Physical Demands** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this Job, the employee is regularly required to sit; use hands to finger, handle, or feel; reach with hands and arms and talk or hear. The employee is frequently required to stand. The employee is occasionally required to walk; climb or balance and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and ability to adjust focus.

**Work Environment** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually moderate.

EEO/AAP