



Title:	Loan Servicing Specialist	Reports To:	AVP Credit Administration
Department:	Credit	Status:	Non-Exempt

### **SUMMARY:**

Provides operations support within the credit department, including loan accounting and processing functions through Fiserv Premier. Files and records maintenance through electronic archiving system. Also provides a high level of customer service regarding inquiries and transactions on existing loans to promote a favorable image of the bank. Possesses excellent problem solving and organizational skills with strong attention to detail.

### **ESSENTIAL DUTIES & RESPONSIBILITIES:**

#### ***Loan Servicing & Documentation***

- Respond to client inquiries in a timely and professional manner.
- Performs account maintenance within Fiserv.
- Electronically archives loan documentation into Fiserv Director.
- Documents and archives denied loans.
- Reviews loan documentation for accuracy and completeness: loan disclosures/agreements, mortgages, title policies, lien filings, insurance, flood certifications, credit reports, etc.
- Performs UCC searches and continuations through Capitol Lien Records.
- Processes paid notes and collateral releases.

#### ***Loan Accounting***

- Processes payments, advances and adjustments on loans.
- Processes payments for loan participations.
- Prepares escrow payments for property taxes, insurance and association dues.
- Reconciles general ledger accounts.

#### ***Loan Reporting and Compliance***

- Create, manage and update ticklers within Fiserv: recorded mortgages, final title policies, lien cards, insurance.
- Reviews and researches credit disputes via *E-Oscar*.
- Places collateral and notes in the Bank's vault under dual control.

- Performs collateral audits.
- Prepares and reviews daily and monthly reports.
- Assists management and compliance officer with regulatory reviews.

#### **OTHER RESPONSIBILITIES:**

- Will be cross-trained with Loan Operations Specialist roles as performance progression allows.
- Assists departments throughout the bank with special projects and functions.
- Performs all job function and interactions with fellow bank employees, customers, vendors and prospective customers within the guidelines of the DRAKE BANK Core Values: **D**edicated, **R**eliable, **A**uthentic, **K**nowledgeable, and **E**thical.
- Performs other duties as assigned.

#### **REGULATORY COMPLIANCE RESPONSIBILITIES:**

- Able to demonstrate up-to-date and accurate understanding of loan-related compliance (RESPA, REG Z, TRID, HOEPA, HPML, FLOOD, FACTA, REG B, HMDA, Fair Credit Act, etc.) along with BSA/AML/OFAC, Bank Security, and others.
- Continually enhances knowledge of regulatory and compliance issues through completion of all required online training, attendance at in-house and external training presentations.
- Performs all job function in accordance with Federal and State regulations and within banking polices.

#### **EDUCATION AND EXPERIENCE:**

- Loan Servicing Experience. Working knowledge of Fiserv Premier is preferred.

#### **KNOWLEDGE/SKILLS REQUIRED:**

- A general knowledge of loan operations. Experience is preferred.
- A general knowledge of bank loan policies, procedures and lending regulations.
- Knowledge of HMDA reportable loans.
- Knowledge of loan escrows.
- Knowledge of flood insurance requirements.
- SBA knowledge including SBA 1502 reporting.
- Knowledge of Commercial, SBA, consumer and real estate loans.
- Self-starter with a passion for compliance and appreciation for the rules.
- Excellent verbal and written communication skills.
- Ability to listen, speak clearly and effectively to others.
- Strong time management, attention to detail and organizational skills with the ability to multi-task.
- Strong written and verbal skills.
- Ability to problem solve and work without direction.

- Ability to establish and foster strong professional relationships with both employees and external sources such as examiners.
- Satisfactory skill set in using the following software applications: Microsoft Outlook, Microsoft Word, Microsoft Excel and Microsoft Teams applications.

**WORKING CONDITIONS, EQUIPMENT AND TOOLS USED, ENVIRONMENT and COGNITIVE /PHYSICAL DEMANDS:**

- The environment for this position is a private office that is mostly clean and comfortable. It may include some minor annoyances such as noise, odors, drafts, etc. The individual is in a non-confined office setting in which he or she is free to move about at will.
- Ability to sit and/or stand for extended periods of time in an office setting.
- Good organizational and time management skills.
- Effective verbal and written communication skills including use of phone, computer, speaking, listening, and presenting.
- Ability to problem solve, negotiate acceptable resolutions.
- Solid math and analytical skills.
- Computer literacy.

**SIGNATURES\***

I have reviewed the content of the above job description with my supervisor and understood the position description and job-specific functions of my position. I understand that this job description is intended to be used in conjunction with my annual performance evaluation documents to establish and verify functional competency on an on-going basis while employed with Drake Bank.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

I have discussed the work responsibilities outlined in this job description with the above employee.

\_\_\_\_\_  
Supervisor's Signature

\_\_\_\_\_  
Date

*\*Signatures indicate concurrence with designated performance indicators, functions and requirements. Unforeseen circumstances, such as changes in workload or resources available, may warrant revisions by Drake Bank. This Position Description reflects*

*management's assignment of major responsibilities, which represent the majority of essential functions. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. They may be subject to change at any time due to reasonable accommodation or other reasons.*