



POSITION DESCRIPTION

TITLE: Commercial Loan Processor and Servicer

BUSINESS UNIT: Commercial Loan Resources

CLASSIFICATION: Fulltime, Non-Exempt

SUMMARY:

Extensive administrative and clerical work primarily involved in providing quality and accurate file processing, loan documentation; support and assistance to Department Personnel, internal and external lenders and borrowers, guarantors and/or members. Ensures quality, consistent and timely customer service to all clients. Primary clients include borrowers, participants, internal and external staff, and third-party vendors.

REQUIRED QUALIFICATIONS:

Education: 2-year degree;

Experience: 2-4 years commercial lending and/or combination of mortgage industry with an understanding of terminology;

ESSENTIAL RESPONSIBILITIES & DUTIES:

Responsible for loan processing, documentation, and servicing processes; ensure proper policy and procedures are followed during this process. These entail but are not limited to the following:

- Upload Annual Reviews, Watch Loan Reports, Presentations, and Waiver, Amendment and Modification Reports
 - Make Review Changes in software system
 - Adding appropriate tickler tracking
 - Update Review tickler in ongoing ticklers
- One Time Tickler Reports for Credit Unions handled on a weekly basis
- Secure Website (SFTP) Monitoring
 - File creation
 - Upload docs and process as needed. (Rename/Save/build files/Print for Operations)
 - Update software/ticklers if needed
 - Notify appropriate group if needed
- Obtaining Recorded Documents/Final Title to process and save
- Processing billing checks

- Fielding a variety of telephone or email correspondence from lenders and/or borrowers daily
- Obtain, sort, deliver mail to appropriate parties within department and internal accounting department

Review Loan Processing Documentation

- Obtaining necessary background information and supporting documentation for identifying legitimacy of the business and the authorized signers.
- Ordering necessary paperwork to process the credit file

Review and Handle Post-Closing Documentation

- Responsible for accurate input of loan data/information and disbursement into the commercial lending computer software system. This includes collateral, ticklers, contact information, insurance, etc.
- Scan, rename and upload signed documents to the website or secure software portal for Credit Union access
- Create Loan Servicing File and Guarantor File and place documents in predetermined electronic order.
- Obtain proof of adequate insurance for the loan.
- Processing Signed Closing Documents
- Securing Servicing Agreements for each loan serviced and having signed by Chief Credit Officer
- Sending Documents to appropriate Title Division for Recording if applicable
- Processing Mailed Documents
- Obtaining Signatures from Lenders
- UCC Searches, filings (New loans/renewals/CIT's), post-close tracking (Continuation Filings)
- Site Visit Coordination/Ordering/Saving
- Monthly Billing Statement mailings
- Handling Advances/Paydowns for multiple loans
- Ordering Lien Cards from Department of Vehicle Safety for various states
- Updating monthly balances
- Ensure all titles/liens/UCC filings are correct and filed in a timely manner.
- Modify incorrect, non-binding legal loan documentation for accuracy and collateral security.

OTHER DUTIES, KNOWLEDGE, SKILLS, ABILITIES:

Required:

- Possess experience working with commercial loan servicing software and familiarity with commercial loan structure. Ability to input data accurately and efficiently into computer software systems.
- Ability to work under the stress of meeting examination deadlines while ensuring compliance with all policies, procedures and legal and ethical guidelines.

- Ability to exchange information and to report facts and technical information clearly and concisely.
- Ability to attend accurately to many details in a timely manner.
- Ability to prioritize competing tasks and work independently.
- Possess proficient knowledge of current word processing, spreadsheet, internet software to include but not limited to Microsoft Office.
- Ability and willingness to work overtime hours as requested.
- Ability to read and interpret documents to include procedure and instructional manuals and documents.
- Ability to write routine reports and correspondence.
- Ability to calculate figures and amounts and demonstrate understanding of the processes to include, but not be limited to: accurately add, subtract, multiply and divide all units of measure, to compute rates and percentages and to perform arithmetic operations involving monetary units with a calculator; discounts, interest, commissions, proportions, payments, percentages, area, circumference and volume.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form.

General:

- Must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available to communicate with employees, customers, managers and any other person or organization with whom interaction is required to accomplish work and company goals.
- Must maintain courteous, professional and effective working relationships with employees at all levels of the organization, customers, vendors and/or any other representatives of external organizations.
- Communicate information and state problems or challenges to be resolved in a clear, concise, courteous, nondiscriminatory and professional manner, and be able to provide clarification if necessary.
- Must be capable of adapting, with minimal or no advance notice, to changes in how business is conducted, and work is accomplished, with no diminishment in work performance.
- Actively participate in quarterly performance meetings; meet or exceed all performance metrics.
- Follows company policies and procedures.
- Perform other duties as required.

This position description should not be construed to imply that any of the duties, responsibilities, or requirements outlined herein is exclusive. Employees are expected to execute any other additional assignments that may be specified. Furthermore, this position description does not represent a complete list of all the performance expectations and characteristics of individuals required to perform a job accurately. The company's management reserves the right to change this description from time to time as may be required.

If these qualities describe you, submit your resume and cover letter to jobs@myservion.com