

Loan Servicing Manager



*Salary Grade: 12
Exempt*

JOB TITLE: Loan Servicing Manager

REPORT TO: VP, Loan Operations Manager

DEPARTMENT: Loan Servicing

Position Summary: Manage the Loan Service Department and related services of the bank. In conjunction with the Loan Operations Manager, develop and oversee procedures and functions of the department. Ensure that all servicing and processing procedures are completed accurately and with full compliance of federal and state regulations and adherence to bank policy. Work closely with lending officers and originators to coordinate department efficiency.

Functions:

- Management of the loan servicing functions by:
 - Coordinating, supervising and monitoring the activities of departments that provide loan servicing functions.
 - Developing and enforcing procedures, and production schedules to assure timely, accurate completion of servicing functions.
 - Enforcing that all servicing functions in the department are carried out in compliance with bank, state and federal policies and regulations.
 - Directing the day to day servicing and processing activities.
 - Ensuring adherence to regulations and policies.
 - Enforcing the standards of performance and customer service required by the bank.
- Direct the activity of department managers and supervisors (if applicable).
 - Coordinate delegation of responsibilities.
 - Oversee department production.
 - Monitor and enforce timely and accurate production of department reports, schedules and related data.
- Coordinate the department functions with data service providers. Develop procedures and system training programs to maximize efficiency of loan servicing staff.
- Resolve personnel issues in the department, such as:
 - Staffing needs.
 - Training, implementation and support.
 - Performance reviews of assigned staff.
 - Recommendations for employment, promotions, salary adjustments, transfers and terminations.
 - Providing operations support for customer products, set deposit rates, review customer exceptions.
 - Resolution of personnel problem of a complex nature.

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- Coordinate the activities of the loan servicing department with other departments of the bank and branches.
- Serve on management committees as necessary.
- Assist in the formulation and implementation of policy, budget and strategic planning for the bank.
- Assume additional responsibilities as requested by management.

Knowledge, Skills, Requirements:

- Bachelor's degree in business/finance or parallel career experience.
- Broad experience with the lending and loan servicing functions of the bank or a similar financial institution.
- Proven knowledge of banking industry, loan products and services and, in particular of the bank's loan policy manual.
- Knowledge of and experience with state and federal legislation and industry regulations.
- Supervisory and management expertise.
- Completion of seminars and training as required.
- Familiarity with computer technology, industry software, data processing systems.

Physical Demands and Condition Requirements:

- General office environment.

Equipment Used:

- General office equipment, i.e., calculator, photocopier, etc.
- Computer

ADA: The employer will make reasonable accommodations in compliance with the Americans with Disabilities Act of 1990.

Manager Approval: _____

Date: _____