



January 6, 2020

FULL TIME LOAN OPERATIONS SPECIALIST – MARINETTE LOCATION

SUMMARY:

Responsible for the overall software application administration, loan servicing, accounting and reporting functions. Designs and administers systems and procedures to ensure accurate and timely processing. Communicates effectively with bank department managers to promote efficient and correct flow. Supports the bank by reinforcing core values and achieving departmental goals consistent with the strategic plan.

MAJOR ACCOUNTABILITIES:

1. **Loan Software Applications** – Maintain and demonstrate proficiency with all loan software applications and interfaces. Work with system providers to ensure the applications are utilized to the fullest capacity, streamlining processes, and procedures, ensuring accuracy and compliance. Analyze, prepare and train for periodic updates and verify that enhancements are working correctly. Assist with system parameters and design to meet the needs of multiple departments. Manage user security access.
2. **Loan Processing** – Develop procedures and prioritize workflows related to regulatory reporting, secondary market remittance, in bank reports, account reconciliation, system updates and product enhancements. Maintain knowledge and skills in all loan processing functions and software by attending seminars and training. Communicate information learned to appropriate bank staff. Trouble shoot problems and serve as a back up to loan processors.
3. **Reporting/Tracking Requirements** – Responsible for the overall retail and commercial tracking and reporting of secondary market, BIC, HMDA, flood, PMI escrow and escrow analysis, taxes, board reports, delinquency reports and disseminating other information as required.
4. **Loan Files** – Ensure loan files (paper & electronic) are current in compliance. Provide technical assistance to internal auditors and examiners, serving as a resource for policies, procedures and reports.
5. **Communications** – Effectively communicate updates, system enhancements, procedure changes, projects, and any administrative assistance needed with department managers. Create buy-in when change is involved.
6. **Training** – Responsible for training loan processors on software, core system, scanning, program and procedural enhancements and effectively implement changes as needed.
7. Other duties as assigned

QUALIFICATIONS:

Associate degree or 3 years banking experience in consumer, mortgage, and/or commercial lending and loan processing preferred. Good computer skills with experience in MS Office, data entry, and systems upgrades. Good math, verbal and written communications skills. Organized and able to work within deadlines. Ability to deal with coworkers and customers with a pleasant demeanor while completing multiple tasks accurately.

Equal Opportunity Employer

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