



December 6, 2021

FULL TIME RETAIL LOAN SERVICER - MARINETTE LOCATION

SUMMARY:

Provides direct support to loan officers, processors, and loan operations by handling loan servicing duties. Process payments, escrow disbursements, handle customer inquiries and completing maintenance on new and existing loan files. Scanning and checking back of imaged documents. Assist with mortgage/consumer renewals and tracking required documentation. Ensures exceptional customer service in all customer contacts. Supports the bank by reinforcing core values and achieving departmental goals consistent with the strategic plan.

MAJOR ACCOUNTABILITIES HIGHLIGHTS:

1. **Information Processing** - Prepare new loan and renewal documents ensuring accuracy, completeness, and compliance with policies and procedures. Process closed loans and perform file maintenance. Check back new and renewed loans and payments entered on system. Balance accounts as needed. Effectively communicate loan status and issues with Loan Officer, Loan Operations or Supervisor.
2. **Transaction Processing** - Apply payments on loans including mortgage, installment, commercial and escrows accurately and efficiently. Promptly disburse loan proceeds and escrows as required.
3. **Administrative Support** – Prepare loan files, manually and on the computer. Scan files as per procedures. Order customer loan payment booklets and process the mail. Create correspondence related to loan origination, processing, servicing, and closing activities. Assist in the development of written policies and procedures.
4. **Tracking and Maintenance** – Assist lenders and processors with tracking and follow-up on tickler reports for liens, final title policies, insurance policies, exceptions, and recorded documents. Complete requested input from lenders into CRM software or loan software, including all required documentation and HMDA follow-up.
5. **Customer Relationship Development** - Greet and receive customers in person, by phone or by electronic communications within the department, assist customers with their inquiries and assess their financial needs. Direct customers to the appropriate departments as deemed necessary.
6. Perform other duties as assigned.

SKILLS & QUALIFICATIONS:

High school graduate or equivalent. Technical training or continuing education in secretarial sciences is desired. Excellent oral and written communication skills. Excellent interpersonal skills. Ability to deal with coworkers and customers with a pleasant demeanor while completing multiple tasks. Strong math skills. Organized and able to work within deadlines.

EOE

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