



5/21/2024

Retail Loan Processor

SUMMARY:

Prepares and processes in-house and secondary market mortgage loans, assist with preparing and processing consumer and Home Equity Loan documents in an accurate and timely manner. Enters closed loans into the system and disburses proceeds and other documents as needed. Provide support for loan officers and underwriting. 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:

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. Compile data into reports. Balance accounts as needed. Effectively communicate loan status and issues with Loan Officer or Supervisor. Follow up on submitted loans and/or pending loans.
2. **Transaction Processing** - Apply payments on loans including mortgage, installment, escrows, and land contracts accurately and efficiently. Promptly disburse loan proceeds 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. **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.

QUALIFICATIONS:

High school diploma or equivalent required. 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.

APPLICATION PROCESS:

Apply in person at 1820 Hall Ave, Marinette, WI 54143 or at any of our locations. Resumes may be sent to employment@snbt.com.

Equal Opportunity Employer

www.snbt.com • bank@snbt.com • 715-732-1732 • 800-924-1732

1820 Hall Avenue, Marinette, WI 54143 • 1111 Tenth St, Menominee, MI 49858 • 101 Bralick Way, Oconto, WI 54153
290 Main Street, Wausaukee, WI 54177 • 606 Henriette Ave, Crivitz, WI 54114 • N18630 Hwy 141, Pembine, WI 54156
Marquette Trust & Investment Services 115 S. Lakeshore Blvd Ste D, Marquette, MI 49855 | 906-273-1501
Green Bay Commercial Loan Services Office 2301 Holmgren Way Ste 2, Green Bay, WI 54304 | 920-606-8032