

## **JOB DESCRIPTION – LOAN PROCESSOR**

### **PURPOSE OF JOB**

This position is responsible for preparing documents to initiate and close loans. Work is performed within the framework of standard operating policies and procedures; however, independent judgement and discretion is required in performing assigned tasks. Deviations from normal procedures and/or questions are referred to the supervisor.

### **JOB DUTIES AND RESPONSIBILITIES**

- Receive loan folder from loan officer; review set-up sheet and loan application; access and print credit; report via computerized software; perform detailed data entry to create initial loan documentation on the computer; contact loan officer and/or customer with questions; print and sort documents; photocopy authorization form; type envelopes and assemble mailing with appropriate authorizations, verification forms, and return envelopes; order necessary documentation; print loan processing status sheet, reassemble file, and forward file to loan officer.
- Receive notification of loan closing details and loan file with closing worksheet from loan officer; access initial loan documentation previously entered in the computer system; perform necessary data entry and proofread all documentation for accuracy and completeness; type and proofread legal description; print and forward completed documentation and loan file to underwriter and/or loan officer for final review prior to closing.
- Orders Flood Certifications on loan files ready to close.
- Answer telephone, transfer calls, and/or take and transmit messages; greet and screen visitors then direct to appropriate bank personnel; perform general clerical duties.
- Process loans closed by lending officers.
- Close loans as needed for lending officers.
- Attending loan operations meetings.
- Help identify opportunities to improve effectiveness and efficiency of procedures.
- Assures the completeness of the documentary files available in support of each credit, the accuracy of records relating to lending and assists with collection activities as needed.
- Receives and records loan payments.
- Maintain all files in support of each new extension of credit or renewal and ensure accuracy and completeness.
- Examine notes for completeness and accuracy prior to entry into the Bank's records.
- Assures that all necessary documentation has been received prior to filing.
- Maintains insurance records to assure that any insurance required, as a condition of the loan, is in place and is sufficient in the amount and type of coverage.
- Prepare data entry information regarding payment and renewal activity.
- Assist the loan officer by making customer contact on delinquent accounts and assist with past due functions and reports.
- Make sure collateral is filed correctly and then received from filing agent and property identified and placed in the proper file.
- Maintain tickler list to ensure documents have been received for loan.
- Aid in collection of financial records from customers.
- Quote payoffs and release necessary documents.
- Complete collateral files for new loans.
- Monitor and provide support on existing loans.
- File and maintain documentation files for security agreements, insurance forms, titles and UCC's.
- Assist customers and answer inquiries.
- Confidentiality is required in all phases of employment.
- Promotes the bank's products and services whenever possible; participates in bank sponsored events, networking, and volunteer opportunities at every opportunity.

- Provides service that aligns with Heritage Bank & Trust's Brand Promise: **Building community relationships with integrity and exceptional customer service.**
- Follows all regulatory rules and regulations, immediately reports any suspicious behavior and/or situations that may result in criminal or emergency incidents and completes all required training in a timely manner.
- Performs other tasks and projects as needed.

### **JOB REQUIREMENTS AND QUALIFICATIONS**

- College degree or equivalent professional experience preferred.
- Two to four years of loan processing experience preferred.
- Ability to communicate effectively through writing, speaking, and listening.
- Strong organizational and prioritization skills
- Ability to negotiate and follow-up.
- Good Microsoft Word and Excel skills
- Demonstrate a commitment to accuracy and quality while meeting deadlines.
- Maintain a professional image with public interaction.

### **PHYSICAL AND MENTAL REQUIREMENTS**

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the job.

- Frequently required to sit, stand, kneel, stoop, or squat
- Use hands or fingers to handle or feel objects, tools, or controls.
- Reach with hands and arms.
- Talk or hear.
- Specific vision ability includes close vision, distance vision, color vision, depth perception and the ability to adjust focus.
- Occasionally lift and/or move up to 25 pounds.
- Ability to analyze situations logically to identify causes and draw solid conclusions.
- Ability to anticipate the consequences of a situation.
- Ability to modify one's own behavior to meet the expectations of others.
- Ability to sustain one's own emotions from interfering with responding effectively to internal and external customer's needs.
- Displays honesty and trustworthiness; has a sense of personal accountability; maintains a moral conviction to do the right thing.