



IDAHO FIRST BANK

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# *Loan Operations Specialist I or II Position Description*

**Position:** Loan Operations Specialist I or II

**Status:** Non-Exempt

**Hours:** Full-Time

Monday-Friday 8:00am – 5:00pm

**Reports To:** Loan Operations Manager

## SUMMARY

Loan Operations Specialist I is responsible for performing routine duties related to commercial and consumer loan servicing and documentation. Boarding loans to the bank's loan system, work daily tasks and monthly reports.

This position is also required to have a basic knowledge of how loans are serviced.

Loan Operations Specialist II is responsible for performing complex duties related to commercial and consumer loan servicing and documentation. Boarding loans to the bank's loan system, prepare loan documents and maintain loans on loan service system.

This position is also required to be fully knowledgeable and skilled in all areas of servicing loans.

The Loan Operations Specialist I or II must assure compliance with all Bank policies and procedures, as well as all applicable state and federal banking regulations.

## KEY FUNCTIONS & RESPONSIBILITIES

### Loan Operations Specialist I:

- Board new loans.
- Review new loans for boarding. This includes loan documents, approvals, beneficial ownership and any other supporting documents for completeness and accuracy.
- Complete post-closing work including but not limited to scanning of initiated loan documents, uploading of all supporting documents to system of record and making paper loan file.
- Complete paid files and release collateral.
- Provide payoff quotes.
- Process payments and advances.
- Work Insurance report and follow-up on Insurance.
- Maintenance of loans and loan activity in loan servicing system.
- Learn current systems and programs used within the department.
- Other related duties as assigned.



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### **Loan Operations Specialist II:**

- Prepare loan documents in accordance with the terms and conditions outlined in the loan approval while ensuring accuracy, completeness and compliance with state and federal laws, regulations and Idaho First Bank's Credit Policy and procedures.
- Reviews loan approvals to ensure information is complete, follows up to obtain missing information before generating documents on using the appropriate software systems.
- Prepares documents for Small Business Administration (SBA) loans ensuring accuracy and completeness and compliance with federal regulations.
- Completes routine follow up to ensure the perfection of bank's collateral position.
- Initiate and approve loan wires.
- Clear Ban Control Accounts and manage for filing fees.
- Clear Loan GL's.
- All the Key Functions & Responsibilities of the Loan Operations Specialist I.
- Other related duties as assigned.

## **ENVIRONMENT AND PHYSICAL CONDITIONS**

### **Loan Operations Specialist I or II**

- The incumbent is in a non-confined office type setting in which he or she is free to move about at will. It may include some minor annoyances such as noise, odors, drafts, etc.
- The incumbent in the course of performing this position spends time writing, typing, speaking, listening, lifting (up to thirty pounds), driving, carrying, sitting, pulling, walking, standing, squatting, kneeling and reaching.
- The incumbent for this position may operate any or all of the following: telephone, cellular telephone, copy and fax machines, adding machine (calculator), computer and related printers.
- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## **KNOWLEDGE, SKILLS & ABILITIES**

### **Loan Operations Specialist I:**

- Strong skills in computer operation; word processing, spreadsheet and loan servicing software programs.
- Basic math skills; calculate interest and balance accounts; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; locate routine mathematical errors.
- Effective oral, written and interpersonal communication skills with the ability to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Ability to think in a clear, decisive manner. Remains calm under adverse conditions and uses professional knowledge to effectively resolve difficult situations.
- Ability to work with general supervision while performing duties.



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### **Loan Operations Specialist II:**

- Strong skills in computer operation; word processing, spreadsheet and loan servicing software programs.
- Basic math skills; calculate interest and balance accounts; add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals; locate routine mathematical errors.
- Effective oral, written and interpersonal communication skills with the ability to carry out instructions, interpret documents, understand procedures, write reports and correspondence, and speak clearly to customers and employees.
- Ability to think in a clear, decisive manner. Remains calm under adverse conditions and uses professional knowledge to effectively resolve difficult situations.
- Ability to work with minimal supervision while performing duties.

## **EDUCATION AND EXPERIENCE**

### **Loan Operations Specialist I:**

- High school diploma or general education degree (GED); and one (1) year of related experience and/or training; or the equivalent combination of education and experience. (Work related experience should consist of a financial institution cash handling and customer service background. Educational experience, through in-house training sessions, formal school or financial industry related curriculum, should be business or financial industry related.)
- Basic understanding of Loan Documentation required.

### **Loan Operations Specialist II:**

- High school diploma or general education degree (GED); and two (2) years of related experience and/or training; or the equivalent combination of education and experience. (Work related experience should consist of a financial institution cash handling and customer service background. Educational experience, through in-house training sessions, formal school or financial industry related curriculum, should be business or financial industry related.)
- Intermediate experience using a common loan documentation system required.

*Management reserves the right to change this position description at any time according to business needs.*