



Job Description

Position: Loan Administration Specialist

Date: October 2018

General Summary

The Loan Administration Specialist is responsible for performing routine operational duties related to residential mortgage, commercial and consumer loans. The incumbent will process purchase and refinance loans in accordance with established policies, procedures and related laws and regulations. The Loan Administration Specialist will work closely with Loan Administration Manager, Loan Officers and lending staff to obtain completed applications and credit information. The incumbent will originate loan documents and coordinate settlements with customers and attorneys. The Loan Administration Specialist will be responsible for reviewing title work, loan approvals and terms and conditions of each loan. While a majority of the loan requests are mortgage, candidate will also be required to handle other consumer, construction, and commercial loan requests.

Primary Duties and Responsibilities

- Processes mortgage applications from receipt to submission of the loan request.
- Gather, organize and track all required loan documentation required for each loan type.
- Prepares mortgage loan documentation in accordance with requests initiated by clients, borrowers and lenders, ensuring TRID requirements and compliance are met.
- Reviews loan documentation requests to ensure agreement with loan approvals, and appropriate level of approvals are met.
- Order credit reports, appraisals, flood certifications, and title work as needed.
- Respond to inquiries from originators, agents, and borrowers regarding status of loans in process.
- Perform document audit to approve or reject each loan package for funding.
- Resolve any exceptions with customer prior to funding.
- Prepare loan settlement packages.
- Schedule loan settlements with customers and attorneys.
- Administer the timely disbursement and receipt of funds.
- Maintain loan files and records according to procedure.
- Prepare and file HMDA reports.
- Prepare closed loan file for booking and scanning.
- Maintain a positive and productive working relationship with Management, lending staff and loan officers.
- Support the creation of a work environment in which the Bank and its employees thrive.
- Perform any and all other duties as assigned by management.
- Adhere to Bank policies and procedures required by federal and state statutes, laws and regulatory rules.

Knowledge, Skills and Abilities

- Two to four years of mortgage or commercial loan processing experience, which includes an understanding of loan documentation.
- Thorough knowledge of State and Federal mortgage regulations to maintain loan file compliance.
- Strong organizational, problem-solving, and analytical skills.
- Experience demonstrating sensitivity and tact in handling highly confidential information.
- Ability to manage priorities and workflow.
- Proven ability to handle multiple projects and meet deadlines
- Good judgment with the ability to make timely and sound decisions
- Excellent written and oral communication skills
- Exceptional listening and communication skills.
- Excellent customer service skills
- Commitment to the Queenstown Bank's Code of Ethics.

Physical Requirements

- Mobility sufficient to perform activities required of position, including travel to customer locations.
- Manual dexterity for the functional operation of office equipment such as computers, calculators, etc.
- Ability to actively engage in necessary communications with both internal and external customers.

Performance Measurements

- Performance measured by his/her ability to establish and maintain the appropriate working relationship with the Loan Officers to support the lending efforts of the Bank
- Accuracy and thoroughness will be monitored.
- Incumbent will be measured on his/her ability to work with colleagues to further the efforts of the Bank in the community.

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