



Job Description

Functional Title: Loan Administration Specialist
Reports to: Loan Administration Manager
FLSA: Non-Exempt
Date: August 2020

General Summary

The Loan Administration Specialist is responsible for performing routine operational duties related to mortgage, commercial and consumer loans. The specialist will process purchase, refinance, construction and home equity loans in accordance with established policies, procedures and related laws and regulations. The Loan Administration Specialist will work closely with all groups within the Loan Department, Loan Officers and Branch Managers throughout the loan process from application to closing. The Loan Administration Specialist will be responsible for reviewing title work, loan approvals and terms and conditions of each loan. The specialist will originate loan documents and coordinate settlements with customers and attorneys. 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

- Demonstrate clear understanding of loan request, including how to document and perfect liens to perfect the bank's interest
- Gather, organize, review, scan and track all required loan documentation required for each loan type.
- Maintain loan package progress updates
- Creates documents using LaserPro for Commercial and Consumer real estate secured mortgages, non-real estate secured and non-secured loans.
- Prepares documents using Laser Pro for loan renewals, extensions and other change in terms requests.
- 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.
- Prepare commitment letters for approved commercial loan requests
- Prepare attorney instructions and order title work.
- Respond to inquiries regarding status of loans in process.
- Perform document audit to approve or reject each loan package for funding.

- Resolve any exceptions with customer, loan officer, portfolio managers or settlement agent as applicable prior to settlement and funding. Exceptions include but are not limited to insurance, location survey, termite, appraisal delivery compliance and any other requirements as listed on the loan request and commitment letter.
- 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 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, this includes an understanding of loan documentation and verifying documentation for commercial entities.
- Superior customer service skills.
 - Ability to actively engage in necessary communications with both internal and external customers.
 - Provides outstanding customer service (to both internal and external customers); follows through on responsibilities to customers;
- Team-oriented environment.
- Must be able to work a flexible schedule with extended hours when required to meet deadlines.
- Adapt well to change
- Provide team assistance including training new hires within work unit and providing support to others within the department.
- Proficiency in typing, knowledge of basic computer navigation (Computer, Email and Letter Formatting)
- Proficient in Microsoft Office Programs (Word, Excel, Outlook)
- Thorough knowledge of State and Federal mortgage regulations to maintain loan file compliance.
- Maintain knowledge of banks loan policy
- Detail-oriented as this position involves responsibility to ensure that the bank is protected, and documentation is perfected.
- Strong organizational, problem-solving, and analytical skills.
- Ability to manage effectively and efficiently multitask duties.
- Highly motivated self-starter. Ability to review, interpret, create and give feedback on procedures.
- 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.
- Demonstrates the ability to complete tasks accurately despite large workload, competing demands and a fast-paced environment; performed all tasks in job description in a highly effective manner, creative and innovative and drives process improvements
- Good judgment with the ability to make timely and sound decisions
- Excellent written and oral communication skills. Creates open channels of communication, adapts message to fit the audience, expresses ideas clearly and concisely, keeps others well informed; listens carefully to input and feedback.
- Exceptional listening and communication skills.
- Commitment to the Queenstown Bank's Code of Ethics, core goals and mission statement.
- Acts with Integrity - Demonstrates responsibility and honest behavior in all roles, tasks and responsibilities

Physical Requirements

- Mobility sufficient to perform activities required of position, including travel to customer locations and seminars.
- Manual dexterity for the functional operation of office equipment such as computers, calculators, etc.

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.

Please email resume or completed application to HR@queenstownbank.com.

Queenstown Bank is an Equal Opportunity / Affirmative Action Employer.