



Savings Bank
OF MENDOCINO COUNTY
Member FDIC

Job Description

Job Title: Loan Processor 1

Department: Loan Servicing Department

Reports To: Loan Servicing Manager

Salary Grade/Salary Range: 6 (\$13.03/hr - \$20.80/hr)

Revision Date: 11/18/2013

Position Summary

Under general supervision, and in accordance with established policies and procedures, performs a variety of loan processing duties for commercial, consumer and real estate loans. Utilizing written credit memorandums and/or approved application documents, analyzes loan transaction requests and exercises due diligence to ensure that application and approval documents have been obtained and are in compliance with all bank policy and regulatory requirements. Submits requests for loan documentation, and upon receipt reviews loan documentation for accuracy. Ensures satisfaction of all loan closing conditions and that all loan packages are complete prior to providing them to the lending staff for final signing and disbursement.

Essential Job Functions and Responsibilities

- Regular and predictable attendance and punctuality.
- Processes a wide variety of loans utilizing written credit memorandums of approval and/or approved application documentation.
- Ensures all loan packages are complete and in compliance with regulatory and bank policy/procedure prior to submitting request for loan documents, prior to submitting package to a title company, and prior to forwarding to lending officer for document signing and disbursement.
- Ensures receipt of all loan package supporting documentation including but not limited to preliminary title reports, credit reports, financial documentation, credit memorandums and approvals, exception clearances, collateral information, appraisals, entity documents, HUD documents.
- Prepares input documents and initiates requests for loan documentation for a variety of lending products including all Consumer, Commercial and Real Estate.

- Coordinates and communicates effectively in written and oral form with title companies regarding loan closings/escrow transactions. This includes but is not limited to title instructions, clearing of exceptions, requests for demand, fee information and reconveyances.
- Performs and/or coordinates all lien release activities necessary for any loan being extinguished by a new loan that is being processed. This activity may include requests for UCC release, requests for demand, reconveyances, release of flood and tax service etc.
- Assembles and verifies accuracy of all loan documentation as it pertains to the loan terms requested. (both "in-house" and attorney drawn documents)
- Effects lien perfections on all collateral types including but not limited to titled collateral, Uniform Commercial Code, Real Estate, negotiable securities, life insurance policies, and deposits.
- Prepares and maintains all loan processor checklists
- Prepares and provides loan disbursement instructions for loan officer, and when closing loan through title company funds the loans to the title company after verifying that all title company exceptions and instruction requirements have been met.
- Ensures that adequate evidence of insurance for all types of collateral have been obtained according to bank policy.
- Occasionally, when additional information is required, contact customer for additional documentation. Documentation can include but is not limited to copy of vehicle registration, copy of insurance policies, copy of purchase invoices, copies of pledged negotiable security information etc.
- Upon request, prepare written signing instructions, and forward loan document package to customer for signing.
- Track and maintain status information on all loan packages that have been submitted for processing.
- Communicate receipt and status of loan package with submitting loan officer.
- Prepare reports for management regarding loan processing activities including but not limited to status and production reports.
- Other duties as assigned.

Qualification Requirements

- To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to provide courteous, knowledgeable and professional customer service both in person and on the telephone for both internal and external customers.
- Knowledge of Commercial, Consumer and Real Estate loan documents.
- Knowledge of loan file documentation, and loan processing regulatory compliance codes and statutes.
- Knowledge of loan processing practices, methods and procedures.
- Knowledge of the Uniform Commercial code
- Knowledge of collateral perfection requirements for Commercial, Consumer and Real Estate Loans.
- Strong skills operating a personal computer including Microsoft Word, Microsoft Outlook, and Microsoft Excel.
- Ability to read, analyze and interpret written instructions and legal documents.
- Ability to work under a high demand, deadline sensitive environment.

Education and/or Experience Requirements

An Associates Degree (AA) or equivalent from two year college or technical school or knowledge typically gained through a minimum of 2 years progressively responsible experience in Loan Servicing/Accounting Operations, Loan Administration, Loan compliance or Loan Documentation; or an equivalent combination of education and experience.

Minimum Typing Speed Required

40 wpm, 0 errors

Language Skills

- Ability to read and interpret documents such as safety rules, operating instructions, procedure manuals, policies and memorandums.
- Ability to write routine correspondence and communicate effectively and tactfully, orally and in writing with employees, customers, vendors and management.
- Must possess the ability to speak clearly so others can understand.
- Knowledge of the structure and content of the English language including the meaning and spelling of words, rules of composition and grammar.
- Bilingual skills desirable.

Mathematical Skills

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Ability to use a basic calculator.

Reasoning Ability

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form.

Other Skills and Abilities

To perform the job successfully, an individual should demonstrate the following competencies:

- Familiarity with Windows-based computer required. Previous experience with the Microsoft Office suite and banking-related software preferred.
- **Evaluating Information to Determine Compliance with Standards** – Using relevant information and individual judgment to determine whether transactions, events or processes within scope of authority comply with laws, regulations or Bank standards.
- **Working Directly with the Public** – Ability to deal directly, face-to-face and on the phone with the public, following the Bank’s Customer Service Standards.
- **Establishing and Maintaining Interpersonal Relationships** – Developing constructive and cooperative working relationships with others and maintaining them over time.
- **Accuracy and Quality** - Ability to achieve a high standard with work processes and outcomes, is able to complete tasks with a concern for all details involved; monitors and checks work for precision, clarity and completeness; produces quality results.
- **Continuous Learning** - Ability to take responsibility for own learning and development by acquiring and refining of technical and professional skills needed in job related areas; ability to proactively seek performance feedback and identify approaches to improve own performance.
- **Verbal Communication** - Ability to express ideas effectively and speak clearly in individual or group situations, adjusting style and methods to meet specific needs of the audience; attentively listens to others to gather data and paraphrase meaning to verify understanding.
- **Written Communication** - Ability to use correct English grammar, punctuation, and spelling; communicates information (facts, ideas, or messages) in a succinct and organized manner; produces written information which may include technical material that is appropriate for intended audience.
- **Dependability** - Ability to make self available for work on a consistent and timely basis with infrequent unplanned absences; Ability to ensure work responsibilities are covered when absent; ability to follow instructions, and respond to managements directions.
- **Prioritization/Time Management** - Ability to assess multiple tasks or issues which are competing for a limited amount of time or resources and effectively determine order in which each will be addressed; ability to set priorities, goals and timetables

to achieve maximum productivity; ability to track both completed and incomplete activities.

- **Teamwork** - Ability to work cooperatively with others as part of a formal or informal team to accomplish Bank goals; ability to respect the needs, ideas and contributions of others; ability to contribute to and accepts consensus; ability to subordinate own objectives to the bank or their team. Ability to focus on solving conflict, not blaming; ability to maintain confidentiality.
- **Customer Service** - Ability to provide internal and external customers with the highest quality of customer service that meets their needs, in a timely, efficient, and professional manner; Ability to follow up on customer complaints, questions and requests.

Physical Demands

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.

While performing the duties of this job, the employee is regularly required to stand, walk, sit, reach with arms, talk or hear and use hands to finger, handle or feel objects, tools or controls. The employee is occasionally required to climb or balance, stoop, kneel, crouch and may occasionally use ladders for a variety of tasks. The employee must frequently lift and/or move 20-25 pounds and occasionally lift and/or move 20-25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus. Some driving may be required.

Post-offer physical is not required for this position.

Acknowledgment:

I understand that this job description should in no way be construed as a contract for employment, but rather is intended to indicate the general nature and level of work to be performed. Nothing in this job description restricts management’s right to assign or reassign duties and responsibilities to or from this job at any time. It is not designed to contain nor be interpreted as a comprehensive account of all the responsibilities and/or qualifications required of an employee assigned to this job. These job duties may be subject to change at any time due to reasonable accommodation or other reasons. Further, I understand that if I have any physical limitations or require any accommodations in order to perform the essential functions of my job, I must immediately inform my supervisor.

Employee Signature

Date

Supervisor Signature

Date