

Loan Servicing Manager

This job is responsible for the Loan Servicing function for all types of loans (consumer, commercial, and mortgage). This individual must have an in-depth knowledge of all aspects of loan servicing.

Responsibilities also include the following:

- Daily and monthly reconciliations
- Correcting all issues found
- Ensure all daily tasks are completed within required time frames
- Review loan documentation to ensure loan terms conform to Bank policy
- Ensure all new loans are accurately booked
- Ensure all loan payments received are credited the day the payment is received
- Handle customer and branch inquiries efficiently and accurately
- Balance specific general ledger accounts
- Review all correspondence sent to customers
- Provides input, as needed, regarding new products or enhancements to current products and procedures
- Ensure that all balancing problems are resolved promptly and adequate procedures are developed to prevent future problems.
- Quality Control, responsible for maintaining quality assurance procedures to ensure loan information is accurately entered based on appropriate approvals or maintenance requests and incorporate the appropriate controls to ensure accurate accounting
- System Changes and Conversions – assist in gathering information on programming needs and submits recommendations for system changes to Senior Management. Participates in system conversions processes as needed
- Coordinates all year-end IRS information reporting for 1098s, 1099-As, and 1099-Cs to ensure accurate and timely reporting.
- Monitor property insurance

Knowledge, Skills, and Abilities:

- Must be familiar with Fiserv Cleartouch Platform
- 3-5 years experience in loan accounting or loan servicing to include work in consumer, commercial, or mortgage loans
- Must have good organizational skills with the ability to deal with multiple priorities
- Proficient in Microsoft Office, specifically Excel, Word, and Outlook
- Must have general ledger reconciliation experience
- Excellent verbal and written communication skills
- Must have knowledge of loan documentation
- Excellent customer service skills

We are an EEO employer