FOUNDERS Bank&Trust

# JOB DESCRIPTION

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| **JOB TITLE:** | Loan Operations Specialist | **DATE:** | August 8, 2013 |
| **DEPARTMENT:** | Loan Processing | **REVIEWED BY:** | Secondary Mkt Mgr, Officer |

## GENERAL SUMMARY:

All positions at Founders Bank & Trust require a high level of commitment to exceptional client service and client relationship development. All Bank employees must be enthusiastic about this commitment and exhibit it at all times. The Loan Operations Specialist is responsible for the mortgage construction draw processing, along with preparing discharges and clearing post-close exceptions.

## ESSENTIAL FUNCTIONS:

1. Energetically develops a 'raving fans' environment when dealing with internal & external clients.
2. Primary responsibilty for mortgage construction loan draw processing which involves working with mortgage customers, builders, title companies, and bank underwriters. Process construction draws per the bank's established guidelines and within stated service levels. Works with all parties to resolve conflicts with minimal customer impact.
3. Prepares discharge of mortgage/release of lien on closed consumer, commercial and mortgage loans.
4. Actively answers the loan support phone line.
5. Works with various title companies to obtain final title policies on mortgage loans, including resolving any issues or clearing any title conditions.
6. Clears mortgage post-close exceptions on a timely basis.
7. Obtains missing and/or needed documents for Investor loan files and Investor audit requests.
8. Files final documents (recorded mortgages / title policies) into loan files.
9. Processes payments and loan payoff transactions, including any research needed to resolve posting issues.
10. Acts in a back-up capacity to the loan servicing representative, the loan delivery representative, and the insurance/escrow clerk. Is trained and fully capable to step in and fulfill those defined roles in the event of absence, work overflow, and/or backlog.
11. This list of essential functions is not complete and will be supplemented as necessary.

*This job description reflects the general details of the specific job identified and is not necessarily a complete listing of all the frequent and infrequent essential functions that may be involved in the job.*

*All employment with Founders Bank & Trust is at-will, which means that the company has the right to terminate employment and compensation at any time and for any reason, as does the employee. Nothing contained herein is intended to create any contractual obligation. No one other than the Board of Directors may make any contrary commitments.*

**KNOWLEDGE, SKILLS, AND ABILITIES:**

1. Basic knowledge of mortgage documents and mortgage loan terms.
2. Knowledge of mortgage construction draws.
3. Detail oriented and strong communication skills.
4. Ablitlity to work in a team environment and independently.
5. Self-motivated and deadline oriented requiring little supervision.
6. Good analytical and reasoning skills.
7. Excellent time management skills.
8. Ability to work under pressure and meet deadlines.
9. Ability to operate: PC, Outlook, Word, Excel and bank software.
10. Ability to meet attendance requirements; this position is not exempt from overtime (non-exempt). Position is scheduled to work 40 hours per week, schedule is set by the Supervisor. Overtime is paid only with pre-approval by the Supervisor.
11. Excellent credit history.

**WORK ENVIRONMENT:**

A clean office environment consisting of open work areas.

**PHYSICAL DEMANDS:**

Ability to move about the office effectively. Ability to effectively use all tools and equipment needed. Must be able to lift up to 15 pounds.

**MINIMUM POSITION REQUIREMENTS (Education, Experience, and Certification):**

1. High School graduate or equivalent required.
2. Three years mortgage experience required.
3. Previous title company or construction draw experience preferred.

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