

POSITION TITLE: Residential Lending Assistant
REPORTS TO: Residential Lending Manager
CLASSIFICATION: Non-Exempt
REVISED: June, 2024

SCOPE

The Residential Lending Assistant position is part of the Residential Lending Department and will report directly to the Residential Lending Manager. The primary responsibilities of this position include loan processing, file set up, document preparation, file documentation, file shipping, and file scanning.

This position will assist the Residential Lending Manager and officer with all aspects of the loan process. This will include receiving/reviewing applications, loan document preparation, file documentation and review, loan closing, and loan servicing.

The position may help coordinate and schedule application interviews and loan closings for the Residential Lending Manager and officer.

Additionally, this position will assist customers with questions regarding their loan and escrow accounts, and will make payments, payoffs, etc. as needed.

ACCOUNTABILITIES:

1) Loan Processing:

- A) Provides loan processing support for the Residential Lending Manager and officer. This will involve underwriting support, documentation preparation and maintenance.
- B) This position will handle incoming customer calls to the Residential Lending Department and will coordinate and schedule meetings with the residential lending manager and officer. As well as, help solve customer problems during loan origination and on an ongoing basis.
- C) The position will assist with file organization, documentation and review.
- D) Will assist Residential Lending Manager and officer with financial information gathering, etc.

2) Loan Servicing:

- A) The Residential Lending Assistant will assist customers with questions or concerns regarding their loans and escrow accounts.

- B) Will assist residential lending manager and officer with follow-up and monitoring of loan collateral including perfection of liens and proper insurance coverage.

3) Loan Secretary Duties:

- A) Helps walk-in customers with their account needs. Understands the importance of cross-selling and deepening customer relations.
- B) Will assist with letter writing and customer contact for all areas of the customer relationship.
- C) Other administrative duties as assigned.

4) Other:

- A) Additionally, this position will have specific operational duties assigned.
- B) Will assist with taking of and processing of payments, booking of loans and file maintenance.
- C) Will support the overall bank sales efforts and may make calls to customers and prospects.
- D) As part of the overall team of bank employees, the Residential Lending Assistant may be requested to assist in the support of other bank activities.

COMPETENCIES:

A) Attention to Detail:

Regard for all important details to assure accuracy in every transaction performed; detect errors; follow through on corrections and details.

B) Sales:

Must understand the role of sales and customer service in a community bank environment.

C) Time Management:

Ability to effectively manage one's time to complete work in a timely fashion

D) Oral Communication:

Possess the ability to orally express thoughts and ideas effectively; actively listen to others

E) Customer Orientation:

Respond sensitively to the needs and priorities of the customer; recognize and take the appropriate action to meet their needs; establish an effective working relationship with customers to gain their respect and loyalty.

F) Adaptability:

Able to adjust quickly to different work situations; remain composed under pressure and in stressful situations.

G) Professionalism:

Project a positive image of the bank to all internal and external customers.

EDUCATION:

- High school degree
- Prefer 3 – 5 years experience in a related position in a community bank or similar institution.

SPECIAL REQUIREMENTS:

- This job requires skills needed in a typical office environment. This includes computer skills, communications skills, as well as utilization of office equipment.
- Must be able to work under stress and handle difficult situations.