

## Loan Document Preparation & Servicing Specialist Job Description

### Loan Document Preparation & Servicing Specialist Requirements

Prepare consumer loan and mortgage loan documents.

Prepare necessary documents and perfect security interest for various types of collateral (vehicle titles, real estate title policies, certificates of deposit).

Document consumer loan files and mortgage loan files to include verification of information submitted by applicants.

Order appraisals, title work and verifications as needed.

Obtain initial insurance on mortgage loan and verify coverage before closing.

Prepare construction loan payouts to vendors and ensure proper 1099M reporting as well as proper posting to loan accounts.

Ensure proper 1099-S reporting on real estate sales transactions and review 1099-S end-of-year report.

Monitor consumer loans and mortgage loans for exception(s) to policy as well as Regulatory compliance.

Complete set-up of new loans, real estate and consumer, on a daily basis (Laser Pro and Fiserv).

Answer loan customer inquiries or direct inquiries to the appropriate area where a response may be received.

Type various correspondence and loan reports.

Prepare loan files to be scanned. Check and commit scanned loan documents.

Cross train with other Lending Team members and support the Lending Team as needed.

### Sales & Service Excellence Responsibilities

Answer inbound telephone calls promptly. Follow through with accountability to answer customer questions, limiting unnecessary transfers. Return phone messages promptly.

Assist with building and maintaining strong business relationships with our business partners.

Ensure that loans are closed in a timely manner, as quickly as possible.

Provide a level of support that allows our Lenders to focus their time on seeing more customers, making more loans, building on customer relationships, prospecting for new business, and developing business and realtor relations.

Become knowledgeable with banking products and services as they relate to this position. Maintain knowledge of all loan products and services. Also maintain knowledge of the bank's convenient banking services. Be willing to share about these services via customer communication and conversation. Bring the need for additional training to the attention of the Loan Operations Manager or the Sales, Marketing, Compliance & Training Director.

Maintain an organized work area. Be willing to make suggestions to keep the loan area well-organized and free from clutter.

Apply the bank's service excellence standards to all customer communications and conversations – internally with coworkers and externally with customers and business partners.

Support the bank in its efforts to connect with the community, improve operational efficiency, maintain profitable growth, and achieve service excellence. Always look for and share about opportunities for improvement.

#### Compliance, Operational & Training Requirements

Complete compliance training as assigned through BAI computer-based training system and all other training as assigned.

Train other staff as needed to ensure backup resources are available in the event of your absence. Be willing to learn other areas of operations and the bank, if needed, to serve as backup for those areas.

#### Other Requirements

Complete all other duties as assigned.

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#### Experience Required for Loan Document Preparation & Servicing Specialist Position

Considerable knowledge and understanding of loan documentation and loan preparation – prior loan experience helpful

Strong interpersonal, organizational, and computer skills

Ability to handle business partners, co-workers, and customers with patience and professionalism

Attention to detail and accuracy

Excellent communication skills, written and verbal

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#### Job Details

*40 hour per week position, Monday – Friday 8-5. Some Saturdays may apply when necessary.*

*This position is supervised by the VP – Loan Operations Manager.*

*This position is at Community Partners Savings Bank Corporate Center.*

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Marion County Savings Bank, a division of Community Partners Savings Bank, is an Equal Opportunity Employer.