

## **Loan Operations Associate**

**Education:** High School Diploma and General Equivalency Diploma

**Experience Desired:** A preferred minimum of three years experience in loan operations and customer service.

**Pay Range:** Moderate Level

**Immediate Supervisor:** Loan Operations Manager

**Employment Status:** Full time

### **Summary Objective of the Job:**

The Loan Operations Associate will be responsible for performing a variety of duties related to loan processing and servicing of commercial and retail loans. They will work closely with internal and external customers to provide a high level of customer service that follow Bank and regulatory guidelines.

Prepare release deeds for paid off real estate loans and mail paid/cancelled loan documents to appropriate party.

Process loan payments, loan advances and loan payoffs using the Fiserv system.

Daily follow-up on delinquent insurance policies.

Scan loan documentations and miscellaneous paperwork.

Prepare and file Adverse Action notices as directed by Loan Officers.

Maintain commercial, consumer and Home Equity loan files and ensure file completion.

Handle customer inquiries and requests by phone and in person.

Comply with all Company policies and procedures.

Perform various other duties as assigned.

### **Knowledge/Skills/Abilities**

Knowledge of bank and lending regulations.

Ability to work independently.

Good verbal and written communication skills.

Ability to work with all levels of staff.

Self-Starter.

Ability to multi-task, prioritize and work efficiently.

Sound judgement and decision-making abilities.

Proficient with Microsoft Excel and Word.

Knowledge of Laser Pro is a plus.

If you are interested in applying for this position, please email your resume and cover letter to Debra Lopez at [DLopez@peoplefirstbank.com](mailto:DLopez@peoplefirstbank.com)