

Job Description:

Loan Operations Manager

About the Role (to name a few key accountabilities):

- Manage all new loans and ensure all loan parameters are set up correctly in the core system
- Ensure the team is working closely and effectively with their Banking partners in the management of their loans
- Oversee the Loan Operations staff ensuring that each area is following state and federal regulations and that all transactions are completed within required timeframe
- Manage training within Loan Operations; ensure that all department policies and procedures are updated and communicated
- Participate in evaluation of production levels and process changes to determine necessity of changing/enhancing procedures or software enhancements
- Research, resolve, and respond to client's disputes and send correspondence to loan customers as needed
- Review various system-generated reports and ensure the accuracy of loan system accounting and maintenance
- Perform periodic general ledger reconciliations
- Manage tracking of property & flood insurance for all applicable loans within the bank's portfolio. Monitor insurance exception reports from third-party vendors and ensure proper insurance coverage is maintained
- Remediate errors, proactively problem-solve, and answer technical questions for internal partners
- Review insurance loss claim cases to ensure all damages are cured timely. Work with clients and insurance companies if an insurance loss claim must be filed
- Review system-generated reports to ensure efficient monitoring/verification of loan data
- Track property & flood insurance for all applicable loans within the bank's portfolio. Monitor insurance exception reports from third-party vendors and ensure proper insurance coverage is maintained
- Process real estate tax payments timely to ensure no interest penalties are assessed
- Provide periodic system reports to efficiently monitor and track UCC filings for all commercial loans. Review to ensure filings are perfected, and all applicable fees are assessed to the loan account in the core system

- Oversee and review loan payoff process
- Special projects and other ad-hoc duties as assigned

About You:

- Ten to fifteen years in loan operations with the ability to exhibit in-depth knowledge of bank operations, banking rules, and regulations
- Experience with Commercial Real Estate and Commercial and Industrial loans
- Prior supervisory experience managing fast-paced, high-volume servicing area (minimum of 3 years of supervisory experience)
- Strong analytical skills especially related to transaction calculation and account reconciliation
- Detail-oriented with ability to effectively multitask in a fast-paced environment
- Strong time management skills: ability to set priorities, develop a work schedule, monitor progress toward goals, and track activities
- Ability to challenge the status quo, open to change, excellent interpersonal skills, and ability to influence others
- Strong problem-solving skills and the ability to manage within a metrics driven organization (results driven)
- Excellent oral and written communication skills
- Experience with auditors, regulators, and compliance personnel, a plus
- Receptive to increasing levels of responsibilities and additional process improvement projects

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