



2020 Job Description

Job Title: Loan Processor
Department: Loan Operations
Location: Downtown
Job Code: 584 **Job Grade:** 15
Reports to: Loan Operations Officer

The overall mission of Bank of the Bluegrass & Trust Co.:

Mission Statement

We operate our bank for a fair return to our stockholders. Our plan is to deserve the profit, because we deliver a quality personal service our clients deserve and want.

Our guidelines for this service:

“Do unto other as you would have them do unto you”

Honesty

Integrity

Confidentiality

Patience-Understanding

Immediate action

Go the extra mile

Kindness

Spirit of friendliness and teamwork

Responsiveness to needs

Knowledge of products

Know our clients by name

Keep a sense of humor

Job Title: Loan Processor

Job Purpose: Support Loan Officers in meeting the needs of Loan Customers by performing the operational duties necessary to close a loan while protecting the bank from risk or loss by ensuring accuracy of loan details and requirements.

Job Description Results & Duties:

Ordering appraisals, titles and floods when appropriate; Preparing loan documents for closing; Working with third parties, as needed; Filing deeds and titles with the appropriate County Clerk; Working with underwriting to provide all required data for approval; (Secondary Market) Sending loan file to investor for funding; meeting timelines in sending closed loan documentation to the investor, addressing any issues in a timely manner and processing incoming funding.

MAINTAIN LOAN FILES

Filing loan documents where appropriate; Balancing loan accounts; Following up on any additional requirements over the life of the loan.

DELIVER QUALITY PERSONAL SERVICE

Responding promptly and with a smile to customer calls resolving any problems or questions they might have. Offering solutions by referring products and services; looking for opportunities to add value, paying attention to details.

MAINTAINING DATA INTEGRITY

Sending loans to booking in a timely manner and following up on post-closing conditions and funding from the investors. Following up with any additional correspondence and clerical needs; Ensuring completeness, accuracy and compliance within established guidelines on all loans.

MAINTAIN PROFESSIONAL & TECHNICAL KNOWLEDGE

Attending internal and external education workshops to enhance job knowledge and maintaining knowledge on bank products and services; Taking ownership to make up any missed training; becoming cross-trained in all functions of the processor and cross-training others.

CONTRIBUTE TO THE TEAM EFFORT

Working to enhance the customer experience; contributing to the goals of the bank; welcoming new and different work requirements; helping others accomplish related job results as and where needed.

In addition to the above results, the individual in this position is responsible for ensuring compliance in BSA, OFAC, Privacy, Information Security and all other regulations as applicable to the position. Failure to ensure compliance can result in Civil and Criminal Penalties, as well as corrective actions up to and including termination.

Job Qualifications

Education & Experience: High school diploma or GED and/or one or more years of related experience.

Skills and Abilities: Ability to multi task and meet deadlines, good oral and written communication skills, basic computer knowledge.

Information Processing: Ability to apply common sense understanding to carry out instructions furnished in written, oral or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

Interpersonal Communication: Ability to read and interpret documents and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or co-workers.

Impact of Results: Loan processors impact the customer experience by giving loan officers the ability to meet loan closing deadlines and by providing service to existing loans.

Scope of Financial Responsibility: May have Check signing authority.

Physical and/or Mental Requirements:

May be required to sit for extended periods of time while performing job duties. May be required to lift and carry up to 20 pounds in the form of paperwork, files, or other items. Must be able to concentrate for extended periods of time, paying attention to detail.

Supervisory Responsibility:

Number of employees supervised: None

Job Description Acknowledgement Form

I have received, reviewed and fully understand the job description. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.

Name _____ Date _____

Signature _____