

AVP Loan Servicing Supervisor Job Description

The Assistant Vice President, Loan Servicing Supervisor reports to the Vice President of Operations and oversees the daily operations of the Loan Operations staff. This position is responsible for providing direct supervision to staff and providing hands on support whenever needed. In addition to supervisory duties for the department, this position coordinates staff coverage, works to create efficiencies while enhancing procedures, provides support to other departments of the bank to resolve more complex customer service issues, and takes on special projects within the department.

This is an outstanding opportunity for a supervisor with commercial loan operations experience, knowledge of SBA servicing and interest rate swap loans, and a proven track record of change management and problem solving skills. This position includes, but is not limited to, the following responsibilities:

- Manage and monitor the productivity and daily functions of the Loan Operations staff to ensure compliance with Bank policies and regulatory requirements and to maximize operation efficiencies and operational excellence.
- Provide support, assistance, and backup processing for all loan servicing functions including, but not limited to: payments, payoffs, line advances, disbursement of loan funds, file maintenance requests, recording and satisfaction of loan documents, loan collateral administration, scanning of loan documents, and image retention on the core system.
- Advise the VP of Operations or other members of the management team on identification and implementation of process flow improvements while considering controls and compliance, and ensuring efficient and consistent processes including updating departmental procedures.
- Ability to communicate with bank department managers/Officers to promote efficient and correct workflows, establish positive working relationships across the organization.
- Contribute to the development of operational strategic goals and objectives and overall management of the operations department.
- Maintain continuous lines of communication and keeping the VP of Operations informed of critical issues.

- Represent the Bank externally, as necessary with vendor relationships.
- Provide team development and leadership of the loan operations team.
- Promote a culture of high performance and continuous improvement that values a commitment to quality.
- Monitor staff performance, conduct annual performance reviews and administer salary adjustments, develop goals for individuals, assign accountabilities, set objectives and priorities.
- Mentor and develop staff using a collaborative approach.
- Assist with implementation of new product deliveries and services, testing, and rollout including post-implementation.
- Maintain and demonstrate proficiency with loan servicing core applications.
- Assist with gathering items for Internal Audit request and Compliance requests.
- Stay current on compliance and regulations via participation of internal bank online training and webinars/seminars when appropriate.
- Promote the image of First Resource Bank in a professional and positive manner.

Together with the above duties, this employee will be trained on all aspects of the loan servicing operations to cover any and all duties when needed.

Previous banking experience required with a minimum of 3-5 years' experience in loan servicing. Supervisory experience preferred.

First Resource Bank is an Equal Opportunity Employer. Send resume, cover letter and salary requirements to HR@FirstResourceBank.com to apply.

Rev 02102020