Loan Operations Specialist – Post Closing

First Resource Bank, a thriving community bank headquartered in Exton PA and recognized as one of the "Best Places to Work", is seeking a dynamic and motivated full-time Loan Operations Assistant | Post-Closing.

The Post-Closing Loan Operations Specialist is responsible for ensuring the accurate and timely servicing, maintenance, and administration of the Bank's loan portfolio following loan closing. This role performs a broad range of post-closing operational functions, maintains the integrity of loan data and documentation, supports compliance with regulatory and Bank requirements, and serves as a resource to internal partners. The Specialist works closely with lending, compliance, and operations teams to support operational excellence, risk mitigation, process improvement, and a positive customer experience. The position reports to the Post-Closing Loan Operations Manager.

Essential functions/responsibilities:

- Ensure post-closing loan servicing, maintenance, collateral administration, and recording activities are completed accurately, timely, and in accordance with Bank policies, internal controls, and regulatory requirements.
- Process and maintain loan transactions, including payments, participation payments, line advances, extensions, renewals, loan funding, and loan boarding activities.
- Administer post-closing collateral documentation, recording activities, lien perfection, title-related documentation, and collateral record maintenance to ensure the Bank's security interests are properly established, maintained, and released when appropriate.
- Review and validate loan documentation, collateral records, system data, and imaging records to ensure accuracy, completeness, and adherence to established procedures.
- Prepare loan payoff documentation and coordinate all related post-payoff activities, including satisfaction processing, lien releases, collateral and title releases, recording coordination, and communication with customers and third-party service providers.
- Perform specialized servicing functions related to SBA loan servicing and reporting, interest rate swap loans, non-accrual loans, charge-offs, and shadow accounting activities.
- Ensure the accuracy and integrity of post-closing loan data while supporting operational excellence, risk mitigation, and a positive customer experience.

- Serve as a knowledgeable resource for Bank personnel regarding loan servicing, payment processing, billing inquiries, loan maintenance, collateral administration, and core system functionality.
- Collaborate with Lending, Compliance, Accounting, and other business partners to resolve servicing issues, improve operational workflows, strengthen internal controls, and ensure consistent operational practices.
- Support internal audits, compliance reviews, examinations, and information requests by gathering documentation, researching servicing activities, and responding to inquiries as needed.
- Identify opportunities to improve processes, strengthen internal controls, reduce operational risk, and enhance operational efficiency.
- Assist with the development, maintenance, and enhancement of departmental procedures, documentation, and operational controls.
- Assist with implementation, testing, and ongoing support of new products, services, system enhancements, workflow automations, and operational initiatives.
- Maintain proficiency in loan servicing systems, core applications, and related technologies necessary to support operational responsibilities.
- Communicate critical issues, exceptions, operational risks, control concerns, and process improvement opportunities to management in a timely and proactive manner.
- Promote a culture of teamwork, accountability, continuous improvement, professionalism, and commitment to quality.
- Stay current on applicable regulations, compliance requirements, and industry best practices through ongoing training and professional development.
- Maintain cross-functional knowledge of post-closing activities and provide backup support for departmental functions as needed.

Competencies:

Knowledge, skills and abilities

- Excellent verbal and written communication skills.
- Excellent interpersonal and customer service skills.
- Excellent organizational skills and attention to detail.
- Strong analytical, research, and problem-solving skills.
- Excellent time management skills with a proven ability to meet deadlines.
- Ability to prioritize competing responsibilities and manage multiple tasks effectively.
- Ability to work independently and collaboratively across departments.

- Commitment to operational excellence, quality, compliance, and continuous improvement.
- Proficiency with Microsoft Office Suite and related software applications.

Supervisory Responsibilities:

- None

Education and Experience:

- High school diploma or equivalent required.
- Three to five years of related loan operations or loan servicing experience required.
- Commercial loan operations experience required.
- Experience with SBA servicing, SBA reporting, interest rate swap loans, and loan accounting activities preferred.
- Demonstrated ability to adapt to changing operational needs and contribute to process improvement initiatives.

Physical Requirements:

- Prolonged periods of sitting at a desk and working on a computer.

First Resource Bank is an Equal Opportunity Employer

All interested candidates should click on the following link to apply:
https://recruiting.paylocity.com/recruiting/jobs/All/03c33d56-8789-45c2-bf68-69ba32f70460/First-Resource-Bank