



## JUNIOR LOAN SERVICING SPECIALIST

<b>TITLE:</b> Junior Loan Servicing Specialist	<b>REPORTS TO:</b> Loan Servicing Supervisor
<b>DEPARTMENT:</b> Loan Servicing	<b>FSLA:</b> Non-Exempt
<b>JOB SUMMARY:</b>	
<p>This role is responsible for the timely and accurate maintenance and oversight of all commercial loan files and documentation. The Junior Loan Servicing Specialist is integral in the loan life cycle; ensuring all documentation, record keeping, and reconciliation is current and accurate. This position must effectively and proactively communicate with internal and external customers in continued efforts to support compliance, tracking, and reporting.</p>	
<b>EXAMPLES OF KEY DUTIES:</b> <i>(Duties are illustrative and not inclusive and may vary with individual assignment.)</i>	
<ul style="list-style-type: none"> <li>➤ Acts as primary resource for all servicing issues related to loans. Research and resolve issues related to posting errors and customer inquiries. Escalate to immediate supervisor for more complex issues where appropriate and maintain confidentiality.</li> <li>➤ Process necessary adjustments to accounts resulting from return and/or misapplied funds.</li> <li>➤ Process advances and paydowns on revolving lines of credit.</li> <li>➤ Scan and/or review all documents, agreements, and maintenance back up into Synergy.</li> <li>➤ Mail out Promissory Notes, Discharge of Mortgages, Vehicle Titles, and Stock Certificates to customers on paid off loans.</li> <li>➤ Process, review, and report on changes, payments, and delinquency data for all applicable loans.</li> <li>➤ Provide support for customer problems, balancing problems, and various other problems.</li> <li>➤ Responsible for complying with internal procedures and operating in a manner to meet statutory and regulatory requirements.</li> <li>➤ Develop and maintain procedures as necessary.</li> <li>➤ Performs other various duties as assigned.</li> </ul>	
<b>QUALIFICATIONS:</b>	
<p><b>Education:</b> Experience in banking is preferred</p> <p><b>Required Skills:</b></p> <ul style="list-style-type: none"> <li>• Strong analytical, technical, and problem-solving skills</li> <li>• Self-motivated with attention to detail and project oriented</li> <li>• Excellent communications skills, speaks clearly and persuasively.</li> <li>• Plans and organizes time according to priorities and work plans for efficient use of time.</li> </ul>	

The above statements are intended to describe the general nature and level of work performed rather than an exhaustive list of all duties and responsibilities and skills required for the position. The Job duties may be changed at any time at management's discretion. The job description is not intended to create an employment contract of any kind.



**PHYSICAL DEMAND AND EQUIPMENT USED:**

Must be able to sit, walk or stand for extended periods.  
Must be able to travel to branch locations.  
Must be able to travel for business related matters.  
General Office environment  
General Office equipment

**LAST UPDATED: May 2024**

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