



Loan Administration Assistant

Role Description:

Performs a variety of loan support duties related to the generating, processing, administration and closing of loan documents for all types of new and existing loans. Reviews documentation and maintains credit files; monitors compliance of governing laws and regulations. Coordinate the banks loan payment and processing function. May set-up new accounts and order credit reports. Ensure prompt customer service.

Key Accountabilities:

Contribute accordingly to the achievement of bank level goals for earnings, credit quality and growth (loans and deposits)

Assist the lending officer(s) in maintaining credit files with up-to-date financial and collateral information.

Greet customers in a quick, friendly manner, providing extraordinary customer service in every aspect of your duties by listening, caring, showing empathy, and providing positive solutions when dealing with others. Interaction with anyone should leave him/her feeling energized, enthused and happy. Make sure they are satisfied to the point of release.

Focus on improving service quality and operational efficiencies.

Provide services to lending customers, evaluate collateral and prepare necessary documentation for credit lines. Collect bad debt. Understand the requirements of applicable state and federal programs.

Work with the compliance officer to evaluate and continue to develop and implement strategies to ensure an absence of deficiencies in process

Understand and adhere to all bank policy, procedures, laws and regulations. Complete compliance training; follow internal processes and controls as required and affirm on each performance review that you will comply with regulations. Report all compliance issues, violations of law or regulations to your manager or compliance officer.

Be actively involved in the community and report that activity to your manager on a quarterly basis.

Demonstrate your professional and personal commitment to excellence in everything you do through creative leadership, taking initiative, continuous innovation, creative problem solving, superior service, and providing what customers want.

Basic Qualifications

- Experience in a banking or customer service field preferred
- Excellent customer services skills
- The ability to prioritize and make immediate decisions regarding customer needs
- Ability to cross sell effectively
- Strong written and verbal communication skills
- Strong reading, writing, and mathematical skills
- Ability to work well under pressure in a fast paced environment
- Basic knowledge of bank products

Email Resume to: rrowland@fmbankfc.com

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