



POSITION DESCRIPTION

Position Title: Consumer Loan Administrator
Reports To: VP, Consumer Credit Administrator **Hours:** Monday - Friday
Department: Consumer Loans **FLSA Status:** Non-Exempt

POSITION SUMMARY:

The primary role of the Consumer Loan Administrator (CLA) is to assist in all areas of consumer and small business loan production, operations, and fulfillment. CLAs work with the retail lending staff to monitor credit relationships, assist with daily customer service needs, and ensure compliance with regulatory requirements related to consumer lending. CLAs ensure proper due diligence measures to obtain and/or prepare loan documentation. They also ensure receipt of proper documentation for closings and fundings, that collateral is adequately perfected, and that the tickler system is managed for missing items. They assist with the management of loan origination software and corresponding vendors. They provide loan clients with high quality service and handle payments and advances appropriately. Commencement employees embrace and practice the Bank's core values: Dedication, Teamwork, Integrity, and Respect and support an environment of diversity, equality, and inclusion within all aspects of the organization.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Assure compliance with all Bank policies and procedures as well as state and federal banking regulations, as applicable
- Follow all BSA/AML/OFAC guidelines and complete annual training as assigned
- Maintain working knowledge of all loan and deposit related regulatory compliance and operational policies and procedures
- Possess a thorough knowledge of the Bank's Loan policy, consumer lending regulations, banking products, services, policies and procedures
- Assist with audit and/or regulatory exam preparation
- Primary support contact for consumer and small business loan requests. Assists branch staff/loan officers to achieve the Bank's objectives and ensure customer satisfaction.
- Responsible for preparing credit approval documentation forms and for calculating related debt levels as well as depository balances
- Responsible for consumer and small business credit analysis and underwriting
- Review, manage and make recommendations in the daily tracking of collateral and financial statement items
- Track orders for appraisals, title commitments, environmental reports, credit reports and any other due diligence loan documents/reports required
- Review loan files to determine documents required, assemble files, and ensure borrower's information documents are complete
- Responsible for coordinating and/or preparing loan documentation
- Ensure work is completed on time and accurately by planning, coordinating and monitoring daily activities
- Ensure loan files and records are maintained in a complete and accurate manner

- Ensure that appropriate internal controls are maintained
- Assist with loan origination system training, maintenance, troubleshooting, and reporting
- Exercise an appropriate level of courtesy, tact, and professional communications in dealing with others
- Take initiative in personal development plan to grow job specific skills and proficiencies
- Contribute toward effective team problem solving with staff, peers and management
- Perform other duties as assigned

REQUIRED SKILLS

- 3+ years of experience in a loan support and/or loan documentation role for a financial institution.
- Working knowledge of loan and deposit related compliance regulations.
- Solid understanding of loan documentation structure requirements with ability to review credit approvals, title reports and organizational documents.
- A self-starter with initiative and desire to learn.
- Detail-oriented with high organizational skills.
- Ability to work in a fast paced, deadline driven environment while delivering accurate and timely work product.
- Work under limited supervision and exercises good judgement within guidelines.
- Ability to work collaboratively to reach mutual goals.
- Ability to communicate clearly, effectively, and professionally, both verbally and in writing.
- Ability to read and follow written procedures.
- Working knowledge of Microsoft 365.
- Treat people with respect; work ethically and with integrity; accept responsibility for own actions.
- Working knowledge of documentation applications preferred.

WORK ENVIRONMENT

- Must be able to remain in a stationary position for extended periods of time.
- Must be able to effectively communicate and exchange accurate information.
- Must be able to work in an environment with moderate noise levels and frequent employee/customer contacts and interruptions during the day.

QUALIFICATIONS

- High school graduate or GED required

Job description may change at any time.