



## **POSITION DESCRIPTION**

<b>Position Title:</b>	Consumer Loan Administrator I	<b>Hours:</b>	Monday - Friday
<b>Reports To:</b>	SVP, Consumer Credit Administrator	<b>FLSA Status:</b>	Non-Exempt
<b>Department:</b>	Consumer Loans		

## **SALARY RANGE**

The hourly range for this role is \$23.62 - \$34.36, and the pay rate for the successful applicant will be determined based on a variety of non-discriminatory factors which may include, but is not limited to, job-related knowledge, skills, location, and experience. Specific roles may be eligible for performance-based incentive compensation, bonus, and/or equity awards.

## **POSITION SUMMARY**

The primary role of the Consumer Loan Administrator I (CLA) is to assist in all areas of consumer loan production, operations, and fulfillment. CLAs work with the retail lending and commercial 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 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
- Possess a thorough knowledge of the Bank's Loan policy, consumer lending regulations, banking products, services, policies, and procedures
- Primary support contact for consumer loan requests. Assist retail staff/loan officers to achieve the Bank's objectives and ensure customer satisfaction.
- Responsible for reviewing consumer loan requests as well as the automated underwriting summary in loan origination platform and/or manual underwriting process
- Responsible for processing all digital loan applications submitted through the Bank's website
- Review, manage and make recommendations in the daily tracking of tickler items
- Track orders for appraisals, title commitments, credit reports and any other due diligence loan documents/reports required
- Responsible for perfection of collateral including titled vehicles, filing of UCC, DOT filing, flood, and insurance tracking
- Review loan files to determine documents required, assemble files, and ensure borrower's information documents are complete

- Responsible for coordinating, preparing loan documentation, and/or loan funding
- Ensure work is completed on time and accurately by planning, coordinating, and monitoring daily activities
- 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**

- Working knowledge of loan 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**

- Bachelor's Degree with a preferred focus on Business or Finance, or equivalent work experience
- 1-3 years of experience in a loan support and/or loan documentation role for a financial institution
- High school graduate or GED required

## **BENEFITS INFORMATION**

Commencement Bank strongly believes in the importance of investing in the health and welfare of its employees and their families. To extend our gratitude for the time and services they provide to our clients and communities, Commencement offers an exciting total rewards package including base salary and a comprehensive package of benefits.

Benefit eligibility begins the first day of the month following the date of hire for employees who are regularly scheduled to work at least 20 hours weekly. Eligible employees will receive benefit options including:

- comprehensive and competitive paid healthcare coverage (medical, dental, and vision) with discounted premiums for dependents
- 401(k)-retirement savings plan with employer match
- employee stock purchase program
- employee assistance program (EAP)
- life insurance
- long-term disability insurance
- flexible spending account
- voluntary benefit options
- tuition reimbursement
- paid parking
- vacation time and a personal float day
- vacation purchase option
- paid time off for illness, volunteerism, and holidays
- logo wear allowance
- employee appreciation activities

**Job description may change at any time.**