



POSITION DESCRIPTION

Position Title:	Loan Servicing Specialist I	Hours:	40 Hours (Mon- Fri)
Reports To:	Loan Servicing Team Leader	FLSA Status:	Non-Exempt
Department:	Credit Administration		

SALARY RANGE

The hourly range for this role is \$22.00 - \$32.00, 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 Loan Servicing Specialist I will be responsible for providing exceptional service to internal and external customers in all areas of loan servicing, including preparing loan documentation and booking, the processing of commercial and consumer loan payments and advances, participation loan servicing, payoff requests and other general loan inquiries. They should have strong knowledge of banking including regulations and compliance. They will provide support in all areas of the loan documentation department, communicating clearly with internal and external customers via email and phone. 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

- Assures compliance with all Bank policies and procedures as well as state and federal banking regulations, as applicable
- Follows all BSA/AML/OFAC guidelines and completes annual training as assigned
- Processes loan payments and loan advances, including posting to and balancing multiple participation loans with multiple financial institutions in an accurate and timely manner
- Reviews and designates borrower loan notices, statements and past due notices for mailing
- Processes all incoming mail accordingly to ensure all essential documents are scanned into AccuAccount appropriately
- Accurately updates the appropriate application systems tickler and other data entry points (i.e. nCino, AccuAccount, etc.), working closely with lenders and their support staff to resolve any pending items in a timely manner
- Processes loan payoff requests, communicating with other financial institutions and title/escrow companies as needed
- Processes paid loans to include reviewing the daily closed loan report and releasing collateral according to procedures
- Processes incoming and outgoing wires for participations and loan payoffs
- Responds to department email and answer internal and external calls in a timely manner
- Backs-up and/or assists all Loan Servicing Specialists as needed
- Assists with preparation of loan documents using loan documentation system
- Assists with booking and reviewing new, renewal and extension loan requests to the core system including collateral perfection in accordance with applicable laws and regulations

- Scans loan documents into the AccuAccount imaging system and review for accuracy, including the destruction of loan packages according to bank's retention schedule
- Assists in reviewing loan files post-closing to ensure compliance with bank policies and federal regulations
- Reviews daily and monthly loan reports
- Maintains knowledge of county, state and federal regulations regarding lending and collateral perfection
- Contributes toward effective team problem solving with staff, peers and management
- Takes initiative in personal development plan to grow job specific skills and proficiencies
- Performs other duties as assigned

REQUIRED SKILLS

- Working knowledge of loan and deposit related compliance regulations
- A self-starter with initiative and desire to learn
- Detail-oriented with high organizational skills
- Works 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 learn and follow policies and procedures
- Ability to use or learn Word, Excel, and Outlook
- Treats people with respect; works ethically and with integrity; accepts responsibility for own actions

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 a cubicle environment with moderate noise levels and frequent employee/customer contacts and interruptions during the day

QUALIFICATIONS

- Associate or bachelor's degree in business, finance or related field (or equivalent combination of education and experience) preferred.
- 1+ years of experience in a banking or loan documentation/servicing role preferred.

This job description is subject to change at any time.

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 celebration activities