



## JOB DESCRIPTION

**POSTION TITLE:** Loan Servicing Administrator

**REPORTS TO:** Loan Servicing Officer

**STATUS:** Non-Exempt/ Full Time

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This position, as well as all NVB positions, is responsible for carrying out the Bank's mission statement:

*“We will build better communities by helping our neighborhoods and small businesses grow and prosper through the delivery of quality financial services.”*

### **Essential Duties and Responsibilities:**

#### Booking Loans – (Data Entry)

- Upload data
- Data Input

#### System Integrity

- Verify Data input

#### Payoffs

- Process payoff transactions
- Prepare releases for mortgages, UCC and titles, send appropriate paid documents to customers, file paid off loans, cancel flood determinations
- Quote Payoffs

#### Loan Investor/Participations

- Maintain payments & remittance
- Process additional sales & Repurchases

#### Escrow

- Performs duties as related to processing escrow transactions including processing loan escrows and maintaining departmental records reviews all necessary escrow documents for completeness and accuracy
- Annual Escrow Analysis

## Insurance

- Contact with insurance companies
- Force place tracking
- Request for updated insurance.
- Monitor & Submit applications Credit Life and/or Disability Insurance, GAP & PMI
- Scan insurance policies daily
- Process claims
- Prepare Letter of Guarantees to insurance companies

## Miscellaneous

- Answer phone calls/questions – customers and bank employees
- Customer requests – interest statements, transfer funds for payments, etc.
- Research payments, late charges, and other miscellaneous
- Process payments
- Maintains the privacy of customer information and the security of all records
- Adheres to organizational policies and procedures
- Understand and adhere to the responsibilities associated with BSA and AML in relation to job performed
- Conduct work relationships/interactions professionally with customers, supervisors, coworkers and others:
- Maintain high levels of confidentiality
- Conduct conversations in a professional manner
- Dress in accordance with bank policy
- Successfully attend and complete all mandatory and elective training
- Assumes any and all other responsibilities assigned

## **STAFF GUIDELINES:**

All team members will commit and adhere to the bank's **CORE VALUES** while performing the essential duties and job responsibilities of the position:

- Accountability
- Community
- Communication
- Teamwork
- Integrity
- Knowledge

**Qualifications:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education and/or Experience:

- High school diploma or equivalent
- 1 - 2 years of relative experience / training
- Basic banking knowledge / experience a plus, but not required
- Customer service experience a must

Other Skills:

- Must have loan servicing experience
- Ability to work independently and in a team environment, with limited supervision, and be a self-starter
- Must possess excellent organizational skills
- Ability to react to stressful situations with professionalism while remaining calm
- Must be tolerant of all personality types of clients, customers, employees, vendors and others

Physical Demands:

- Must be able to sit, stand, and walk; reach with hands and arms; use hands; talk and hear; lift or move up to 25 pounds; may occasionally need to stoop or kneel.

The physical demands described here are representative of those that must be met by the employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.

This job description has been read and approved by:

\_\_\_\_\_  
Employee Signature

\_\_\_\_\_  
Supervisor Signature

\_\_\_\_\_  
Date