



Loan Processing Supervisor

DEPT./LOCATION: Barre Mills

REPORTS TO: Chief Lending Officer (CLO)

CLASSIFICATION: Non-Exempt/Full-Time

Position Summary:

The Loan Processor Supervisor is responsible for establishing and implementing procedures for the processing and servicing of all loans. Oversees daily operation of the loan processing department which includes commercial loans, agricultural loans, consumer loans, residential mortgages, secondary market loans and participations. Manages personnel in the loan processing department, and acts as a liaison between the Loan Processors and management.

Duties and Responsibilities:

1. Supervises and directs the work flow of all loan processing employees.
2. Leads and develops loan processing staff including onboarding, training, monitoring performance and promoting teamwork through open communication within the department and throughout the bank.
3. Manages the servicing of the existing loan portfolio including the handling of customer inquiries and overseeing the escrow process.
4. Supervises, develops and maintains the quality control process within the department.
5. Manages the department's loan operating system and all other software applications
6. Ensures full utilization of all applications and maintains key vendor relationships
7. Communicate with other professionals, including county clerks and title companies.
8. Ensures compliance with all federal and state regulations related to loan documentation.
9. All duties and responsibilities assigned to the Loan Processors.
10. Other duties as assigned by supervisor(s).

Desired Knowledge, Skills and Abilities:

1. Strong communication skills, both written and verbal.
2. Ability to make timely decisions in a fast paced environment.
3. Ability to remain flexible in order to adapt to changes in the work environment.
4. Strong organizational skills with an ability to prevent and solve problems.
5. Strong attention to detail.
6. Knowledge of loan structure and documentation in order to remain compliant with Federal regulations, and River Bank policies and procedures.
7. Strong understanding of loan systems and other supporting systems for flood certificates, Credit Bureaus, UCC name & lien searches, etc.
8. Excellent leadership skills.



Position Requirements:

1. Minimum of five years' experience working in commercial, agricultural or mortgage/retail loan servicing.
2. Associate or Bachelor's Degree in Accounting, Finance, Business Administration or a related field preferred.
3. Supervisory experience preferred.

Work Environment/Physical Demands:

Work is performed largely in an office environment, during normal business hours. Deadline pressure is an integral part of the job. Regular mental and visual concentration for computer usage and reading complex and technical compliance information is required. Position will alternate between walking, sitting, standing, stooping, bending, and occasional lifting up to 50 pounds of office supplies and/or documents throughout work shift.

Acknowledgement:

I understand that this job description describes the general nature and level of work performed by associates assigned to this position. It does not state or imply that these are the only duties and responsibilities assigned to the job, and does not create an employment contract. I also understand that I may be required to perform other job-related duties as requested by Management. All requirements are subject to change over time, within Management's sole discretion, and to possible modification to reasonably accommodate individuals with a disability.

Print Name

Signature

Date