

Position Description For Loan Operations Specialist

The purpose of this job description is to communicate the responsibilities and duties associated with the position of Loan Operations Specialist. The following information should be considered a comprehensive description of this position. It should also be noted that some responsibilities and duties may not be specifically addressed. Ozona Bank fully expects every person to perform any reasonable task or request that is consistent with fulfilling Bank objectives.

Position: Loan Operations Specialist

Supervisor: Loan Operations Department (LOD) Manager

Job Brief: The full-time position of Loan Operations Specialist is responsible for day-to-day duties within the Loan Operations Department and supports the Lending staff in other banking locations.

Essential Functions:

1. Under the guidance of the LOD Manager, verify incoming direct loans for required financial documentation, correct interest rate and fees, appropriate approvals and authorization, required supporting documentation and disclosures, and appropriate disbursement amounts.
2. Responsible for preparation and generation of loan documents thru the loan platform system, when applicable, and ensures accuracy of loan documents prepared outside of the loan platform system.
3. Book loans into the core system, as well as verify the accuracy of other booked loans per dual control procedures.
4. Verify, approve, and make entries for fundings involving Real Estate closings and Construction Draws.
5. Perform post-closing review and maintenance to loans to ensure accuracy and confirm codes, terms, etc. aligns with approvals.
6. Process loan payments, mail, and track any other insurance or collateral related items that may come into the department daily.
7. Create daily, monthly, and quarterly reports, when needed and maintain notes, credit and collateral files, and all supporting documentation in the document management imaging system, setting exceptions as needed for tracking purposes.
8. Perform maintenance and entries required to charge off loans or place on non-accrual as directed by the approval of the Board of Directors.
9. Perform research on loan issues as needed and perform necessary corrections in documentation or in the core system.
10. Answer questions for internal customers (i.e., bank employees) and assist with loan related issues. Occasionally will need to talk directly with customers to help with immediate issues, if possible, if loan personnel are not available at the branches.
11. Order and record flood certificates, credit reports, etc., upon request.
12. Track and disburse escrow payments as required for mortgage loans and perform all functions required to accurately complete and distribute the annual escrow analysis.
13. Assist the LOD Manager with replies to credit disputes for FCRA purposes, both directly and via E-Oscar.
14. Assist the LOD Manager with reviewing the daily reconciliation for Loans and correcting or delegating the corrections to the appropriate personnel as needed to clear the GLs.
15. Ensure that LOD and loan functions, processes and documents comply with all regulations and bank approved policies and procedures.
16. Participate in and complete all training/education available in a timely manner to stay abreast of the demands and requirements of the position.

17. Maintain regular and predictable attendance.
18. Perform other duties as assigned, including assisting and supporting other departments as needed.

SBA Loan Closing:

1. Manage complex SBA loan closings from credit approval through funding, including acquisitions, construction, commercial real estate, refinances, start-ups, and ROBS.
2. Prepare and review SBA closing documentation such as promissory notes, guarantees, security agreements, UCC filings, appraisals, environmental reports, and construction documents.
3. Prepare and host borrower closing checklists and kickoff calls to align all parties on timelines and requirements.
4. Ensure compliance with SBA SOPs (e.g., SBA 7(a), 504, Express) and update Material Change Forms as needed.
5. Manage funding processes, including disbursement instructions, wire transfers, and SBA guaranty fee payments
6. Maintain electronic loan folders and scan documents into the bank's origination system (e.g., E-Tran, Sagemworks)
7. Clear compliance exceptions and complete post-closing reviews.
8. Manage the loan closing pipeline, ensuring all SBA guidelines (SOP), regulatory requirements (BSA, AML, CIP), and bank policies are met.
9. Order, review, and analyze third-party reports (appraisals, environmental, title searches) and prepare or review attorney-prepared closing documents.
10. Coordinate with borrowers, attorneys, and internal teams to satisfy all approval conditions, execute loan documents, and finalize funding.
11. Resolve complex issues during the closing process independently and negotiate extensions if necessary.
12. Provide guidance to junior closers, assist with training, and help develop process/procedure materials
13. Advanced knowledge of SBA Standard Operating Procedures (SOP), legal documentation, and loan structuring.

Education Desired: High school diploma or equivalent.

Practical Experience:

1. A minimum of five (5) years' experience in closing SBA loans is preferred.
2. A minimum of five (5) years' experience working in bank operations gaining experience in loans is required.
3. Advanced computer skills including the use of MS Excel and MS Word and other software used by the Lending Department.
4. Ability to use office equipment such as computers, calculators, copiers, fax machines, etc.

Supervision Received: Frequent supervision from LOD Manager.

Responsibilities: The successful employee must be capable of following instructions, maintaining policy standards, completing assignments in a timely and efficient manner, comply with policies, procedures, and regulations, and maintain a cooperative working relationship with co-workers.

Aptitudes Required - This position requires the following levels of aptitudes:

Reasoning Development - must be able to apply common sense understanding to carry out instructions furnished in written or oral diagrammatic form. Deal with problems involving several concrete variables in or from standardized situations.

Language Development - must be at a level that would normally apply to a person capable of reading novels, technical magazines with excellent comprehension. Must be able to write reports and essays with proper format, punctuation, spelling and grammar

Math Development - must be able to solve mathematical problems using techniques such as addition, subtraction, multiplication, and division.

Physical Requirements:

1. Have occasional need (1% - 33% of time) for standing.
2. Have occasional need (1% than 33% of time) for walking.
3. Have constant need (66% - 100% of time) for sitting.
4. Have frequent need (33% - 66% of time) for bending, stooping, or squatting.
5. Have rare need (less than 1% of time) for climbing stairs.
6. Have rare need (less than 1% of time) for lying down.
7. Have occasional need (1% - 33% of time) for pushing or pulling.
8. Have occasional need (1% - 33% of time) for reaching above shoulders.
9. Have rare need (less than 1% of time) for climbing ladders.
10. Have rare need (less than 1% of time) for grasping or gripping.
11. Have constant need (66% - 100% of time) for finger dexterity.
12. Have constant need (66% - 100% of time) for typing or writing.
13. Have rare need (less than 1% of time) for driving or operating equipment.

Lifting / Carrying:

1. Have rare need (less than 1% of time) to lift/carry over 150 pounds.
2. Have rare need (less than 1% of time) to lift/carry 76 - 150 pounds.
3. Have rare need (less than 1% of time) to lift/carry 51 - 75 pounds.
4. Have occasional need (1% - 33% of time) to lift/carry 26 - 50 pounds.
5. Have occasional need (1% - 33% of time) to lift/carry 10 - 25 pounds.
6. Have frequent need (33% - 66% of time) to lift/carry under 10 pounds.

Vision Requirements:

1. Have constant need (66% - 100% of time) to be able to see detail.
2. Have constant need (66% -100% of time) to be able to see beyond arms length.

Hearing Requirements:

1. Have frequent need (33% - 66% of time) to be able to hear to communicate effectively.

Speaking Requirements:

1. Have constant need (66% - 100% of time) to be able to speak clearly to communicate effectively.

Environment - Working Conditions:

1. Have constant need (66% - 100% of time) to work indoors.
2. Have rare need (less than 1% of time) to work outdoors.
3. Have frequent need (33% - 66% of time) to work in confined space.
4. Have rare need (less than 1% of time) for exposure to fumes, chemicals, solvents, etc.
5. Have rare need (less than 1% of time) for exposure to extreme temperatures.
6. Have constant need (66% - 100% of time) for eye/hand/foot coordination.

Optimum Qualifications:

The successful candidate should have, at a minimum, good English-speaking skills and must also meet the aptitude requirements listed in this description. Exceptional organizational skills are needed.