

OPPORTUNITY BANK OF MONTANA

JOB DESCRIPTION

Job Title: Loan Processor I

Position Summary: Processes consumer and commercial loans; provides customer service for consumer and commercial customers; assists loan officers with loan set up, compliance and conformance to Bank guidelines. Performs duties under close supervision.

Core Competencies

Demonstrated ability:

- To maintain confidentiality
- To provide excellent customer service
- To handle stress and meet deadlines/goals
- To work independently and as a team member
- To perform basic math functions
- To effectively promote bank products and services
- In attention to detail and accuracy
- In computer use including Microsoft Office Suite
- In oral communication and interpersonal skills
- In judgment and decision-making
- In analytical and problem-solving skills
- In time management

Physical Requirements

Ability to:

- sit for extended periods of time
- use telephone frequently
- extensive use of computer screen
- normal or correctable to normal vision and hearing
- reach, stand and walk on frequent basis
- lift and carry up to 20 pounds on occasional basis
- kneel, crouch and climb on occasional basis

(Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions)

Environmental Demands

Exposed to potential hazard of robbery – position receives detailed instructions to minimize risk

Education and Experience Requirements

High school diploma or equivalent

Education and Experience Preferences

6 months general office experience

Licensing/Certification Requirements

Other Requirements

FLSA Status

- ☒ Eligible for overtime pay
- ☐ Exempt from overtime compensation

Supervisory Responsibilities

Classification Level

Wage Band A

Work Hours

Typical schedule may be varied and flexible Monday-Friday between 7:30 a.m. – 6:30 p.m. with flexible hours as needed during peak times, vacations, and sick leave. Some job positions regularly work Saturday shifts and supervisor will advise if applicable to this job position.

Employee may also be required to work extended hours on an occasional basis in order to fulfill job duties and responsibilities as outlined in Essential Functions & Key Areas of Responsibility.

Essential Functions & Key Areas of Responsibility

- Provide customers with answers to questions about their loan accounts.
- Perform regular and routine loan processing duties such as: ordering credit reports, appraisals, title reports, and other data for underwriting; preparing loan documents; processing loan payments and payoffs; quoting payoffs; ordering coupon books and monitoring Electronic Funds Transfers, setups and deletions; completing credit ratings and loan certifications.
- Obtain a working familiarity with regulatory tracking and reporting requirements as they pertain to consumer and commercial loans. Training will be provided.
- Organize loan files and process paid-off loan files, ensuring all documents are signed and files are complete and in compliance.
- Board completed loans and lines of credit including disbursements, collateral and lien holder information.
- Provide for the payment of third party expenses by approving, or obtaining approval for, invoices and forwarding them on to the Accounts Payable department.
- Monitor pending files.
- Balance daily transactions and balance GL accounts monthly.
- Prepare modifications, maintain log, and change appropriate software fields.
- File loan documents and title policies.
- Prepare and send notice of action taken.
- In coordination with Loan Officers, review title commitments/reports for potential problems and request loan payoffs.
- Independently resolve problems associated with customer billing and payment misapplication and answer customers' questions regarding their loans.
- Work with other departments and branches in problem reconciliation.
- Perform other related duties as assigned.

Disclaimer: The information portrayed on this job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of the employees assigned to this job.

Employee Signature_____ **Date**_____