

OPPORTUNITY BANK OF MONTANA

JOB DESCRIPTION

Job Title: Servicing Specialist I

Position Summary: Perform the duties necessary to service loans from closing to payoff.

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
- 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

General knowledge of accounting or equivalent training to become familiar with basic accounting principles and terminology and account balancing

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

- Book completed mortgage or consumer loans including disbursements and all required set ups.
- Balance required GL's as necessary.
- Pay weekly and monthly bills for vendors.
- Complete monthly/quarterly required reports.
- Set-up, maintain and service all insurance for mortgage and consumer loans.
- Complete required steps with paid off loan files.
- 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**_____