

Loan Servicing Specialist

Reports to: Business Finance Manager
 FLSA Classification: Exempt
 Approved By: Business Finance Manager
 Revision Date: January 2022

SUMMARY

The Loan Servicer will focus on loan servicing, loan closings and loan compliance matters. Compliance includes reviewing loans to ensure they are meeting the terms and conditions of the loan, as well as, ensuring files are prepared for audits.

ESSENTIAL DUTIES AND RESPONSIBILITIES	% of Time
<p>Loan Closing</p> <ol style="list-style-type: none"> 1. Acts as a resource to enable the Loan Closer to effectively complete the closing process including but not limited to: <ol style="list-style-type: none"> a. Assist Loan Closer with maintaining current lists of what is needed to close each loan. b. Review project costs for approved loans to ensure funds were disbursed as agreed. c. Work with insurance companies to ensure all insurance requirements are met. d. Assist with any 'change requests' that require SBA approval prior to closing. e. Assemble closing packages for SBA District Counsel and the SBA Central Servicing Agent as needed. 2. Draft loan documents and grant agreements as needed. 3. Ensures all post-closing activities are completed as defined in the post-closing process checklist. 	50%
<p>Loan Servicing</p> <ol style="list-style-type: none"> 1. Reviews loan issues and loan covenants and follows through on required actions with borrower. 2. Supports Credit Teams on any changes that requires Loan Advisory Committee or SBA approval for issues or changes to loan covenants. 3. Completes loan risk rating tasks related to spreading financial statements and business tax returns and analyzing the results. 4. Monitors troubled loans providing support to the Loan Officers on appropriate next steps. 	30%

<p>Audits & Reports</p> <ol style="list-style-type: none"> 1. Assist with file reviews in preparation for audits as required. 2. Completes and submits required reports designated for the position by the required dates. 3. Assist in the monitoring of business activities for compliance with applicable rules and regulations governing RCEDC's loan programs. 4. Work to review, update and disseminate policies and procedures governing compliance with the core responsibilities of this position. 5. Assist in responding to regulatory agencies to complete required compliance documentation. 6. Assist management with other general duties and compliance projects as needed. 	<p>10%</p>
<p>Loan and Grant Processing</p> <ol style="list-style-type: none"> 1. Process Grant applications as needed. 2. Inputs financial statements and tax return data in Ventures software. 3. Orders credit reports and conduct other pre-processing tasks, such as public records checks. 	<p>5%</p>
<p>Additional Duties</p> <ol style="list-style-type: none"> 1. Complete data entry into Salesforce software to track activities. 2. Participates in other project assignments as directed by the RCEDC Executive Director or Business Lending Partners Business Finance Manager. 3. Other special projects as assigned. 	<p>5%</p>
<p>CORE COMPETENCIES</p> <p>RCEDC employees are expected to acquire certain skills and knowledge over time so that these skills evolve into competencies. The RCEDC views these competencies as critical to performing within the various positions. As such, RCEDC has determined that the following competencies are significant for professional staff:</p> <ol style="list-style-type: none"> 1. Analysis and Decision-Making Skills – Make effective decisions and solve problems in complex or ambiguous situations by gathering, diagnosing and judiciously analyzing the information about the situation and environment in order to identify and evaluate options and select the best course of action. 2. Industry Understanding – Aware of and interested in the economic development industry that includes an in-depth learning of this service area with a goal to develop professional capabilities. 3. Leadership and Influence – Inspire and influence by communicating a compelling vision of the future, conveying an executive presence (e.g., confidence, poise, connecting with others, etc.) and being sufficiently agile and self-assured to lead others effectively. 4. Relationships and Teaming – Effectively build relationships with individuals and teams across the organization and external partners by being inclusive, considerate and responsive to the needs of others; by communicating effectively, collaborating with others and sharing resources; and by being receptive to feedback. 	

5. **Responsibility and Achievement** – Demonstrate initiative, commitment to excellence, and effective self-management skills, including integrity, ethical behavior, responsibility, dependability and follow through.
6. **Communication Skills** – Effectively communicates through verbal and written media to stakeholders.

KNOWLEDGE, SKILLS AND ABILITIES

1. Bachelor's Degree in banking, finance, or a related field
2. Ideal candidate will have one year of experience in banking, public sector financing organizations, business credit organizations or a related organization or industry
3. A strong attention to detail is required for this position
4. Ability to perform statistical analyses
5. Ability to perform basic mathematical operations and to analyze and interpret business financial statements and related financial and business documents
6. Ability to maintain a high degree of professionalism, confidentiality, flexibility, and initiative
7. Proven oral and written communication skills with an emphasis on effective interpersonal skills to work with varying levels of professionals, such as public officials, bankers, State and federal employees, board members, staff, and business owners
8. Ability to manage multiple projects requiring specific deadlines that may often result in a high stress environment
9. Ability to work independently, effectively analyze and problem solve issues, and exercise good judgment in making a variety of decisions
10. Proven organizational and time management skills
11. Ability to work with the business community and the general public
12. Knowledge of word processing, data processing and spreadsheet software applications
13. Valid driver's license with verification of appropriate insurance coverage

RCEDC is an AA/EEO employer: All applicants will receive consideration for employment without regard to race, color, national origin, religion, sex, sexual orientation, gender identity/expression, disability, or protected veteran status. Individuals from diverse backgrounds are encouraged to apply.