
VP, Loan Operations Manager

Full Time, Exempt

Reports to EVP, Credit and Loan Operations

August 24, 2021

Who We Are

At Seattle Bank, we think boldly. We are a boutique bank with a big vision for how we serve our clients and our community. With a motivated and forward-thinking team, we are building the modern banking business model in effort to deliver the highest value to our clients, community and shareholders. Our specialty is serving clients with complex, interwoven banking needs and giving them the peace of mind that only exceptional service can provide. Complex transactions – both loans and deposits – are routine at Seattle Bank. When we collaborate with clients and professional advisors to solve their specific problems, they see us not as their banker, but as an extension of their team. We set goals, work hard and reward a job well done – together. As a lean team, we do our work with directness, efficiency and transparency. Seattle Bank provides tremendous opportunities for eager and entrepreneurial professionals who want to be part of reimagining our industry and building a new kind of financial institution.

Position Summary

The Loan Operations Manager is responsible for ensuring the quality and accuracy of all loans originated, purchased, and serviced at Seattle Bank. Develops processes and procedures for the administration of the boarding and servicing of all bank loans. The position performs direct supervisory duties of department staff, and coordinates staff for coverage in all related areas of the department. Establishes service level standards for loan department and holds team accountable to meet these standards. Assures compliance with all Bank policies and procedures, as well as, all applicable state and federal banking regulations.

Essential Duties

- Manage the Bank's Loan Operations team to ensure the quality and accuracy of all loans originated, purchased, and serviced. Develop and oversee processes and procedures for the administration of the boarding and servicing of all bank loans.
- Oversee quality control review of loan documents and loan bookings processed by others for accuracy and completeness.

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- Work with the Credit team to ensure that borrowers' loan documents accurately reflect the credit approval conditions and are compliant with all applicable laws, regulations, and Bank policies.
- Oversee third party vendor invoices for proper approval and timely payment, including appropriate general ledger entries if required, and submits to Finance and Accounting departments.
- Provide quality customer service to all internal and external clients at all times, including responding to phone calls and emails in a timely and professional manner.
- Research and resolve standard to complex issues, customer transactions, and special projects as needed.
- Conform to departmental and bank policies and procedures.
- Coordinate the preparation and responses for all internal and external loan reviews, audits and regulatory exams.
- Prepare periodic or create customized loan reports for Senior Management and the Board of Directors as requested.
- Enhance the development and growth of assigned department staff through training, guidance, mentoring, excellent communication skills, both verbal and written, along with strong delegation skills assuring a highly cross-trained staff.
- Provide guidance, or in certain situations, assumes responsibility for various department functions in the absence of staff members or in overload situations.
- Participate in various internal committees, special projects and other duties as assigned.

We'd love to hear from you if you have:

- A Bachelor's degree or equivalent from an accredited four-year college or university; 5 years related experience and/or training; or the equivalent combination of education and experience. Work related experience should consist of a financial analysis or lending background.
- Knowledge of commercial, construction, real estate, consumer loan products, documentation and processing.

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- Knowledge of related state and federal banking compliance regulations, bank operational and lending policies and procedures, and the bank's products and services, including applicable lending regulations.
- Finastra Fusion Phoenix core system knowledge (preferred).
- Excellent organizational and time management skills with the ability to provide leadership, supervision and training for one or more employees.
- Skills in personal computer operation, word processing and spreadsheet software programs.
- Exceptional verbal and written and communication skills.
- Ability to deal with complex problems involving multiple facets and variables in non-standardized situations.
- Two (2) or more years managing mortgage loan operations and five (5) or more years managing commercial loan operations preferred.
- Ability to work with no supervision while performing duties.

Interested?

Please send a cover letter and resume to jobs@seattlebank.com.

Seattle Bank considers for employment and hire qualified candidates without regard to race, religious creed, religion, color, sex, sexual orientation, genetic information, gender, gender identity, gender expression, age, national origin, ancestry, citizenship, protected veteran or disability status or any factor prohibited by law, and as such affirms in policy and practice to support and promote the concept of equal employment opportunity and affirmative action, in accordance with all applicable federal, state, provincial and municipal laws. The company also prohibits discrimination on other bases such as medical condition, marital status or any other factor that is irrelevant to the performance of our teammates. Candidates must possess authorization to work in the United States, as it is not the practice of Seattle Bank to sponsor individuals for work visas. Employment at Seattle Bank is on an at-will basis.

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