
Loan Support Specialist

Full Time, Non-Exempt

Reports to Loan Operations Manager

August 14, 2019

Position Summary

The Loan Support Specialist is responsible for boarding and servicing commercial, consumer, and mortgage loans in a responsive and professional manner. This includes ensuring both the accuracy of the loan data in various systems and loan files from booking to payoff.

Essential Duties

- Process borrower requests for advances and payments in a timely and professional manner.
- Board new and renewed consumer, commercial, and mortgage loans accurately and timely, disburse loan funds, and maintain organized electronic and hard-copy files.
- Perform quality control reviews within the required timeframe for loans boarded by others to ensure the accuracy of the loan data in the core banking system.
- Enter loan collateral ticklers accurately into the loan system. Perform ongoing monitoring of collateral ticklers monthly and follow up on any ticklers due within the upcoming month.
- Ensure the Bank's lien position on collateral has been accurately perfected and protected through UCC filings, Deed of Trust recordings, MERS registrations, and assignment of applicable insurance policies.
- Organize and review supporting documentation for monthly construction draw requests.
- Perform all loan closing activities, including generating payoff requests within the required timeframe, processing the loan reconveyances, and closing out the loan file per the Bank's record retention policy.

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- Ensure Loan Operations invoices are reviewed for accuracy, classified, approved by management, and delivered to Accounting for payment.
- Assist with mortgage servicing functions and provide support to the mortgage processor, using the mortgage origination and servicing systems, as necessary.
- Perform monthly and quarterly reconciliations of various Loan Operations and Bank accounts and systems.
- Assist with research requests, assignments of mortgages, and allonge requests.
- Follow all Bank policies, procedures, compliance regulations, and training requirements.

Minimum requirements

- Bachelor's degree or equivalent from a four-year college or university or three to five years of related experience and/or training.
- Exceptional verbal, written, and interpersonal communication skills.
- Proficiency with personal computers and related software packages such as Word and Excel.
- Tactfulness and proven ability to handle sensitive and confidential situations.
- High energy, self-motivated, and service-oriented attitude.
- Ability to work on multiple projects with the flexibility for changing priorities; the ability to work with constant interruptions.
- Strong organizational skills, attention to detail, ability to meet deadlines, and assist other departmental needs.
- Ability to work independently as well as part of the team.
- Effective organizational and time management skills.

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

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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.

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