

JOB TITLE: LOAN SERVICE ASSISTANT

Location: Norwalk, CT

Type: Non- Exempt/Non-Officer/40 hours per week/non-remote

Position summary:

Support loan operations and lending activities for both commercial and consumer loan portfolios.

Qualifications required:

- High School/GED diploma
- Minimum three years experience with commercial loan servicing
- Proficiency in using Excel, Word, Outlook, CORE DNA and other applicable software
- Loan support experience helpful
- Basic Accounting Skills

Essential functions and responsibilities:

- Input commercial/consumer loans, etc. in the CORE DNA
- Perform quality control reviews of loan bookings, etc.; resolve issues identified
- Process loan fees and costs in accordance with standard accounting practices
- Update borrower information in collateral and/or credit files as required
- Complete approved/authorized loan maintenance requests, etc. received from Lending
- Process line advances; verify availability, proper approval/compliance with loan conditions
- Produce/verify loan billings and notices and review for accuracy prior to mailing
- Process payoff requests ensuring conditions are met such as pre-payment penalties
- Monitor paid loans, execute releases of collateral and return documentation to borrowers
- Assist lending staff and customers with questions and issues regarding loans
- Process loan payments accurately and timely in accordance with payment schedule
- Service Banks portfolio of “pool” loans and purchased mortgages
- Service Banks portfolio of SBA loans
- Reconcile various daily, weekly, monthly and quarterly reports including general ledger
- Inform Manager of any issues or discrepancies found

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- Assist in the monitoring of collateral files, etc.
- Inform Lending Officers of documentation deficiencies and defects
- Assist with the origination of letters relating to insurance renewals, etc.
- Assist with updating CORE DNA system with insurance renewal policies, appraisals, etc.

Salary Range: \$24.00—\$34.00 per hour