

JOB TITLE: LOAN SERVICE ASSISTANT I

Location: Norwalk, CT

Type: Full Time- Non Exempt

Position summary:

Responsible for performing loan operations and servicing related functions and support lending activities

Qualifications required:

- High School/GED diploma
- Minimum three years loan servicing
- Proficiency in using Excel, Word, Outlook and other applicable software
- Loan support experience helpful

Qualifications desired:

- Basic Accounting Skills

Essential functions and responsibilities:

- Input all commercial loans on the CORE DNA system including Commercial Mortgages, Term Loans, Lines of Credit, Letters of Credit, Time Loans, Participated Loans, Master Lines, Construction Loans
- Input all consumer loans on CORE DNA system including Consumer Auto Loans, Boat Loans, Term Loans, Lines of Credit, Bridge Loans Construction Loans, Home Equity Lines of Credit, Home Equity Loans, Residential Mortgages
- Perform quality control reviews of loan bookings including review of loan documents; 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 loan maintenance requests received from various Lending areas including, Scheduled Review Updates, Loan Officer Changes, Risk Rating Changes
- Process line advance requests; verify availability
- Produce and verify loan billings and notices and review for accuracy prior to mailing
- Produce and review required daily reports resolving discrepancy's as required
- Process payoff requests in a timely manner ensuring conditions are met such as pre-payment penalties
- Servicing portfolio of Housing Development loans that the Bank participates in including posting of payments, review of reconciliations and working with Loan Officer
- Servicing portfolio of student loans and purchased mortgages including posting of payments and review of reconciliations
- Perform daily General Ledger Suspense reconciliations
- Perform weekly General Ledger Trial Balance reconciliations
- Responsible for updating and submission of quarterly FHLB collateral files
- Assist lending staff and customers with questions and issues regarding loans
- Process annual analysis on escrow accounts and process escrow disbursements
- Process loan payments accurately and timely
- Assist in the monitoring of collateral files including mortgage deeds, motor vehicle titles and UCC filings. Inform Lending Officers of documentation deficiencies and defects
- Assist with the origination of letters relating to insurance renewals including Flood Insurance, Hazard Insurance, Liability Insurance and Building Insurance

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- Assist with updating CORE DNA system with insurance renewal policies, appraisals, UCC filings and recorded documents
- Assist with internal and external audit requests
- Perform all tasks in accordance with Bank policies, operating procedures, internal and external audit requirements, compliance and federal regulations with adherence to deadlines
- Complete required training by deadlines
- Regular and predictable attendance
- Perform other related duties as assigned

Success factors/job competencies:

- Ability to work well independently and with others
- High degree of accuracy and attention to detail
- Strong communication skills, written and verbal
- Organizational and time management skills
- Strong knowledge of bank services and products

Physical demands and work environment:

The physical demands and work environment characteristics described here and are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations will be made to enable individual to perform the essential functions in accordance with applicable legal requirements.

•*Physical demands:* While performing duties of job, incumbent is occasionally required to stand; walk; sit; use hands to finger, handle, or feel objects; reach with hands and arms; talk and hear. Employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by the job include close, distance, color, and peripheral vision; depth perception; and the ability to adjust focus.

•*Work environment:* The noise level in the environment is usually minimal.