



Position: Loan Services Administrator I

Hours: Monday through Friday 8:00 AM – 5:00 PM

Location: 219 S. Ash Ave, Broken Arrow, OK 74012

Summary

This Non-Exempt (hourly) position is part of our team that supports accounting for consumer and commercial bank loans. The Loan Services Administrator must provide timely and accurate information to lenders and their teams as well as to bank customers.

Primary Responsibilities

- Process loan payments (received via mail, wire, etc.)
- Process advances on lines of credit
- Upload new loans, extensions, deferrals, and renewals between banking systems
- Review daily loan exception reports, daily variance reports and other internal reports and make necessary adjustments and corrections
- Balance the Work in Progress account daily
- Mail loan notices, statements, and past due notices to customers
- General loan maintenance
- Prepare wires as needed for participation loans
- File new Notes and pull paid Notes for proper distribution
- Balance various loan general ledger accounts including FASB91 and Letters of Credit
- Complete and submit monthly loan report to SBA
- Process and record all mortgages and releases
- Review and process all vendor invoices for loans
- Track all flood insurance, mail letters, and force place insurance
- Complete and mail all escrow analysis statements
- Pay all escrow insurance and yearly taxes
- Process all mail insurance statements received and determine if we are tracking and have imaged
- Order coupon books weekly for all consumer loans
- Check back previous day's work performed by co-worker
- Answer loan-related phone calls from customers
- Provide prompt quality service to all customers within acceptable time limits



Minimum Requirements

- High School diploma or equivalent
- 3-4 years related experience and/or training or equivalent combination of education and experience
- Basic math, numerical reconciliation, reading and writing, and computer skills
- Ability to efficiently process data, discern patterns, and recognize inconsistencies in information
- Excellent verbal and written communication skills and experience in processing confidential information

Physical Requirements

Time spent standing: less than 1 hour/day

Time spent sitting: more than 5 hours/day

Lift (weight): up to 10 pounds

Frequency: Rarely

Other: Ability to speak and hear clearly. Ability to see details at close range.

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