

## **JOB DESCRIPTION**

### **Position/Title: Loan Operations Specialist**

#### **Position Summary:**

The Loan Operations Specialist position processes loan requests in accordance with bank and regulatory guidelines for all loan types.

#### **Reporting Relationship:**

Reports to the Loan Operations Manager.

#### **Essential Duties:**

1. Prepare all loan documentation within LaserPro; including but not limited to, Consumer, Commercial, Consumer Real Estate, Commercial Real Estate and Agricultural loans.
2. Process all loan documentation and mail customer copies according to regulatory timelines.
3. Prepare the appropriate loan documents outlining the requirements of the loan.
4. Responsible for ordering flood determinations, engaging appraisers, ordering title work from attorney/title company, preparing flood packet and completing required internal checklists.
5. Works with the Loan Officer, Loan Assistant, and Loan Operations to ensure the file is compliant with Bank/Federal/State policies and procedures.
6. Prepare the Change Circumstance within LaserPro when applicable.
7. Loan maintenance: change of address, process loan payments and draw requests, provide payoff, and all other maintenance requests.

#### **Other Duties:**

1. Answer all department calls, providing exceptional customer service on both internal and external calls.
2. Review and organize closed loan files before they are booked.
3. Review booked loans from previous day for errors.
4. Maintain and work loan exception list.
5. File loan folders and/or documents when necessary.

6. Research or pull requested files when necessary.
7. Provide assistance with special projects when necessary.
8. Cross train within department.
9. Complete required training classes.
10. Performs other miscellaneous duties as assigned by supervisor.

### **Work Environment**

This job operates in a clerical, office setting. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

This is a largely sedentary role; however, some filing is required. This would require the ability to lift files, open filing cabinets and bend or stand on a step stool as necessary.

### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

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