

# Loan Operations Specialist

## Essential Functions

The loan operations specialist is responsible for processing a variety of loan-related administrative duties as related to loan documentation and supporting documents. This includes researching customer inquiries, resolving problems appropriately, and performing data input verifications and file maintenance. As a loan operations specialist, you may produce documentation necessary for consumer, home equity, commercial, real estate and SBA loans in keeping with loan policy and procedures. You will ensure that sound banking practices are followed and that all regulations governing the department functions are strictly observed. You will also be expected to deliver customer service as defined by our core values: Think Big, Make Connections, Readily Respond and Be Passionate.

## Why Join Andover State Bank?

Andover State Bank has been a locally owned community bank for over 100 years. You will work closely with our senior management and lending team to achieve sales goals in an exciting, fast-paced environment. Our bank has grown over 50% in the last four years, and we continue to grow. We are seeking individuals to get in on the ground floor as we establish and achieve bigger goals. If you are looking for a closer relationship with your clients and a bank that doesn't put everyone in a box, then ASB is the bank for you.

## Responsibilities and Duties

- Prepare consumer and commercial loan packages and ensure files are complete before closing.
- Work with loan officers, appraisers, accountants, customers and any other necessary areas during preparation of loan documentation and early disclosures.
- Monitor financial, collateral, insurance and UCC filing information.
- Ensure that loan applications are processed in a timely manner and in accordance with the bank's loan policy and federal regulations.
- Ensure that required liens are perfected and follow up on any outstanding documentation needs and loan exceptions.
- Assist with denial letters, credit reports, credit disputes, payoffs and draw requests.
- Resolve customer and loan officer inquiries promptly and efficiently.
- Perform daily updates of all interest rate indexes in necessary systems.
- Manage participation processing — both purchased and sold.
- Scan loan files as necessary.
- Balance department DDA/GL accounts.
- Order appraisals, credit reports and preliminary title information as a backup to the commercial loan assistants.
- Review title commitments to ensure exceptions are cleared prior to closing the loan.
- Answer phone calls to assist customers in resolving concerns and answering questions; assist quickly and professionally, or transfer to the appropriate person or department.
- Complete essential training courses on time and seek new opportunities to learn.
- Comply with internal and external applicable laws and regulations including, but not limited to, the Bank Secrecy Act, the Patriot Act and the Office of Foreign Assets Control.

## Education and Experience

- Demonstrated knowledge/experience in loan documentation practices and procedures.
- Strong written and oral communication skills.



- Ability to review large amounts of data on a daily basis.
- Willingness to work in a time-sensitive environment with varied work hours to meet clients' needs.
- Ability to work effectively on a team relating to officers, customers and other employees throughout the lending process.

Andover State Bank offers career opportunities, a friendly work environment and a competitive benefits package.  
**Salary is commensurate with experience.**

**To apply, please email your resume to [todd@goasb.com](mailto:todd@goasb.com) or call Todd Smalley at 316-219-1647.**