



## POSITION DESCRIPTION

FLSA STATUS (check one):

Exempt:     x      
Non-Exempt:           

**POSITION TITLE:** **Note Department (Loan Operations) Manager** **260**

**CORPORATE TITLE (check one):** AVP      VP   X   SVP      EVP     

**SALARY GRADE:** **TBD**

**DIVISION/DEPARTMENT:** Note Department

### Reporting Relationships:

Position Reports to: Chief Credit Officer

Positions supervised: Note Clerk, Note Documentation Specialist, Utility Note Clerk

### Position Purpose:

- Manages the bank’s centralized Note Department including boarding and servicing of commercial, real estate and consumer loans, documentation review, insurance follow-up, centralized document preparation, payment processing, general ledger balancing, monthly certifications, and collateral custody.
- Manager role includes daily responsibilities in supporting a variety of daily activities particularly when staff members are out of the office.
- Ensures smooth daily operation and maintenance of centralized services workflow.
- Ensures that all processes are completed according to government regulations and bank policy.
- Works on a variety of projects affiliated with implementation of system changes and/or enhancements.

### Essential Functions and Basic Duties:

- Reviews loan documents
- Manages the appraisal ordering process
- Reviews and organizes pre- and post-boarding files and documents

- Oversees and manages Note Department personnel
- Researches and responds to customer inquiries
- Prepares regular periodic loan reports
- Coordinates information for loan file exams
- Tickler follow-up and review
- Monitors tax reporting
- Works with title companies
- Calls back prior day's entries.
- Reviews loan verifications.
- Records file declined/withdrawn applications.
- Oversees and manages file organization.
- Maintains HMDA central log.
- Processes Loan Recoveries and Losses.
- Prepares notification of rate changes.
- Performs other duties as required.

**BSA Responsibilities:**

- Adhere to the bank's BSA / AML policies, procedures and processes

**Supervisory/Management Responsibilities:**

- Performance planning, coaching, development and evaluation.
- Recommends hire/fire/salary actions.

**Qualifications****Education:**

- Graduation from high school, or equivalent (GED).

**Required Knowledge:**

- Demonstrated knowledge of bank operations, bank products, customer service, credit/banking procedures/ regulations as they pertain to loan documentation and processing.
- Working knowledge of MS Word and Excel and related software programs
- Basic general ledger knowledge.

**Experience Required:**

- Minimum 7 years progressively responsible experience with specific industry knowledge of loan services and note department functions.
- Previous supervisory experience preferred.

**Skills/Abilities:**

- Basic math skills, including the ability to add, subtract, multiply and divide numbers.
- Professional customer service skills.
- Good organizational skills.
- Effective communication and interpersonal skills.
- Ability to understand and participate in Summit Bank's sales culture.